

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/SEED/ (Final Order)/

1314)

Date: 28/03/2025

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/56/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Akshaya Sahu At/Po-Badsahir, Dist-Sambalpur-768112		4164-3204-1060	6370526816
3	Respondent/s	S.D.O (Elect),Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	24.01.2025			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	24.01.2025			
9	Date of Order	28/03/2025			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Hatibari, TPWODL, Sambalpur
appeared
For the Complainant- Akshaya Sahu
For the Respondent - SDO(Elect.) Rairakhol, TPWODL, Sambalpur.

GRF Case No- BRL/56/2025

(1) Akshaya Sahu
At/Po-Badsahir,
Dist-Sambalpur-768112
Consumer No.- 4164-3204-1060



COMPLAINANT

VRS

(1) SDO(Elect.) Rairakhol, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Akshaya Sahu bearing Consumer No **4164-3204-1060** under SEED, TPWODL, Sambalpur has stated about billing dispute- there is wrong bill at a time of Rs 14,361/- during Aug'2023.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted consumer history from Mar'2014 to Dec'2024, PVR dtd.29.01.2025 and w/s in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 0.02kw with initial date of p/s 06.06.2013 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties it is observed that:-

1. There is correct billing till May'2023 with kwh reading 2710 bearing meter sl. no.LW414996 and date of reading 16.07.2023.
2. During Jun'2023 due to kwh reading 5099 with billing units(5099-2710) of 2389 units bill is high and abnormal.
3. During Jul'2023 due to kwh reading 5253 with billing units(5253-5099) of 154 units bill is abnormal in comparison to previous months.
4. During Aug'2023, Sep'2023 and Oct'2023 meter has gone defective and shown same kwh reading as "5253"
5. A new meter bearing sl. no."87921542" has been installed on 22.10.2023.
6. The consumption pattern so recorded in Jun'2023 and Jul'2023 are not symmetrical to the consumption of old meter as well as new meter installed during 22.10.2023 with meter sl. no.87921542.

Hence, the billing during Aug'2023 is not acceptable by the Forum and needs revision for the period from Jun'2023 to Oct'2023 basing on the consumption of succeeding six months actual monthly average consumption of the new meter with sl. no." 87921542".


ORDER

After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows:

1. The Opposite Party is directed to revise the bill for the period from Jun'2023 to Oct'2023 basing on the consumption of succeeding six months actual monthly average consumption of the new meter with sl. no. "87921542".
2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustments for the payments made by the complainant.

3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.
4. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.


(B. Mahapatra)

(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President

President

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Akshaya Sahu, At/Po-Badsahir, Dist-Sambalpur-768112.
(2) Sub-Divisional Officer (Elect.) Rairakhol, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/56/2025)

