



Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and SovanTripathy, Member (Finance)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 142 (4)

Date: 8/04/2025

Present:

Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/98/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Minaketan Khamari At/Po-Telenpali, Bandhabahal, Dist-Jharsuguda		4172-2504-0067	7894670781
3	Respondent/s	S.D.O (Elect),Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	20.02.2025			
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	20.02.2025			
9	Date of Order	8/04/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


President

Grievance Redressal Forum
TPWODL, Burla - 768017



Appeared

For the Complainant- Minaketan Khamari

Represented by Prakash Khamari

For the Respondent - SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

GRF Case No- BRL/98/2025

(1) Minaketan Khamari
At/Po-Telenpali, Bandhabahal,
Dist-Jharsuguda
Consumer No.- 4172-2504-0067

COMPLAINANT

VRS

(1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Minaketan Khamari bearing Consumer No 4172-2504-0067 represented by Prakash Khamari under BNED, TPWODL, Brajrajnagar has stated about that on 28.03.2023, the power supply was restored upon clearance of arrear dues and availing of OTSS thereof. The complainant arrear that on 29.12.2024 an abnormal bill of Rs 43,696/- was charged.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted PVR dtd. 20.02.2025, photograph of the meter with reading thereon and ledger copy for the period from Apr'2018 to Jan'2025, consumer details from 11.01.2021 to 14.02.2025 and an amount of Rs 11,114/- was received on 28.02.2023 towards OTS instalment-1 payment bearing money receipt no.32771528022301010041 in this case. The opposite party in reply to the case submitted that the power supply was restored on 28.03.2023 after clearing all dues, but in FG software system the power supply reconnection was wrongly updated as on 09.12.2024. It was also revealed that the existing meter no. "8050129" has been in running condition with advanced reading of kwh "9154".

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 1.5kw with initial date of p/s 01.01.1990 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 this consumer has cleared all the dues on 28.02.2023 upto Dec'2020 vide money receipt no. 32771528022301010041 with opening balance "zero" upto Dec'2020. When the consumer paid the OTS amount the supply was in disconnected position. Though reconnection data is feed from section office after reconnection of power supply. The power supply continues without any billing upto Nov'2024. The ESO has mailed regarding this to RCM-Corporate office. The bill has been generated with kwh 9104 reading for 9104 units. But, the actual consumption (9104-5460) on 28.03.2023 with meter sl. no.8050129. The same meter is continuing till date satisfactorily. The bill from 28.03.2023 to 30.11.2023 should be billed with (9104-5460)3644 units. The kwh readings of 5460 was recorded in Feb'2018 in meter sl. no.8050129. But in Samadhan App revealed that no bills were generated from Feb'2020 to Aug'2021. As per FG records, the power supply was disconnected on 31.08.2021 (5460kwh) and reconnected on 01.03.2023(5460kwh). No records of billing found from Sep'2021 to Oct'2024. Closing balance as on Aug'2021 was Rs 43,696.13/- and opening balance as on Nov'2024 was Rs (-) 0.16/-. But, in Nov'2024 bill was charged suddenly with Rs 43,696.66/- with

consumption units of "9104" as recorded in the same meter sl no."8050129". OTS rebate of Rs 43,696.29/- availed by the complainant. This Forum observed the consumption units of kwh "9104" so charged abnormally in a single month of Nov'2024 ignoring the previous recorded reading of kwh "5460" in meter sl no."8050129" were found erroneously charged. The opposite party failed to submit their views/statements in reply to this case. It is construed that the units advanced from kwh "5460" (as on Feb'2018 billing) to the reading of kwh "9104"(as on Nov'2024) must have been accumulated till the date of disconnection effected. Since, the consumer has availed the OTS scheme upto Dec'2020 billing, there is no further scope for revision of bills prior to the above period.

Hence, the bills charged from 28.03.2023 to 30.11.2024 are to be revised on actual monthly average consumption basis to be derived considering initial meter reading of kwh "005460" and final meter reading as kwh "9104" as recorded in meter sl. no."8050129", duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS scheme, if any.

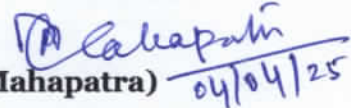
ORDER

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 28.03.2023 to 30.11.2024 on actual monthly average consumption basis to be derived considering initial meter reading of kwh "005460" and final meter reading as kwh "9104" as recorded in meter sl. no."8050129", duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS scheme, if any.
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.

The 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) 04/04/25

(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) Minaketan Khamari, At/Po-Telenpali, Bandhabahal, Dist-Jharsuguda.
(2) Sub-Divisional Officer (Elect.) Belpahar, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum in time, 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/98/2025)