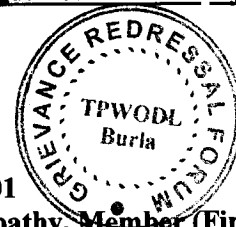


**Grievance Redressal Forum
TPWODL, BURLA**

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.Satpathy, President B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)



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

125 (4)

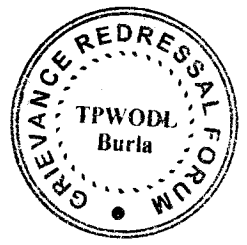
Date: 26.03.2025

Present: Sri A.K.Satpathy, President
Sri B.Mahapatra (Co-opted Member)
Sri Sovan Tripathy, Member(Finance)

1	Case No.	BRL/121/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Krushna Chandra Tripathy At- Kudapali, Paramanapur, Po- Rengali, Dist- Sambalpur.		4160-0103-1004	7077177131
3	Respondent/s	EE(Electrical) SEED, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	17.03.2025			
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	17.03.2025			
9	Date of Order	25.03.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: SDO Office, Rengali, TPWODL, Sambalpur.



Appeared

For the Complainant- Krushna Chandra Tripathy

For the Respondent - EE(Elect.) SEED, TPWODL, Sambalpur.

GRF Case No- BRL/121/2025

(1) Krushna Chandra Tripathy
At- Kudapali, Paramanapur,
Po- Rengali,
Dist- Sambalpur.
Consumer No.-4160-0103-1004

COMPLAINANT

VRS

(1) EE(Elect.) SEED, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Krushna Chandra Tripathy bearing Consumer No **4160-0103-1004** under SEED, TPWODL, Sambalpur has stated about billing dispute, Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY


The Opposite Party has not submitted any relevant documents except consumer history for the period from Jul'2018 to Feb'2025 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-Irrigation Pumping and Agriculture consumer having CD 3kw with initial date of p/s 02.02.2024 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. Average/Provisional bills charged for the period from Apr'2018 to Aug'2024 with various units like '500','0' etc though the status in FG shows U/MU/IDF/D/N code etc without meter as per samadhan app.
2. A new meter was installed on 21.09.2024 with meter sl. no."TWSC59004947" (IMR as "o") and old meter with sl. no."WM290237" without meter reading.
3. Average consumption to be evaluated as per the new meter consumption (1471+83+88+111+153+March consumption to be noted/6 months to be calculated) and the bills are to be revised as per clause 155 of OERC Distribution (Conditions of Supply) Code,2019.

Hence, the Forum construed that the opposite party is required to revise the bills charged upto and including two years prior to installation of meter sl. no."TWSC59004947" on the basis of succeeding six months actual monthly average consumption from the date/month of installation of the same *as per regulation 155 of OERC Distribution (Conditions of Supply) Code,2019.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017

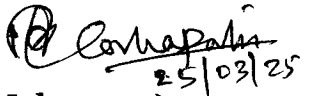
ORDER

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 charged upto and including two years prior to installation of meter sl. no. "TWSC59004947" on the basis of succeeding six months actual monthly average consumption from the date/month of installation of the same as per regulation 155 of OERC Distribution (Conditions of Supply) Code, 2019.
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.

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.


25/03/25

(B. Mahapatra)

(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017


25/3/2025

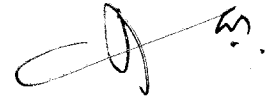
(Sovan Tripathy)

Member (Finance)

Member

Grievance Redressal Forum

TPWODL, Burla - 768017



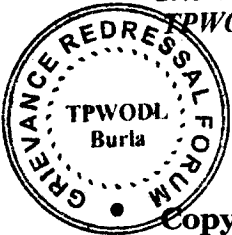
(A.K. Satpathy)

President

President

Grievance Redressal Forum

TPWODL, Burla - 768017



Copy to: - (1) Krushna Chandra Tripathy, At- Kudapali, Paramanapur, Po- Rengali, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.) Rengali, SEED, 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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/121/2025)