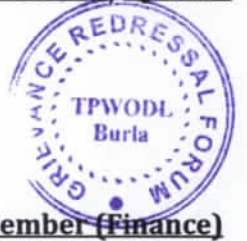


Grievance Redressal Forum

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 S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 165 (4)

Date: 29/04/2025

Present:

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

1	Case No.	BRL/126/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Prakash Sharma C/O-Koyal Kumari Sharma At-Ganganagar, Brajarajnagar, Dist-Jharsuguda		4171-2105-0231	9776036469
3	Respondent/s	S.D.O (Elect), Brajarajnagar			Division B.N.E.D, TPWODL, Brajarajnagar
4	Date of Application	20.03.2025			
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	20.03.2025			
9	Date of Order	29/04/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: SDO Office, Brajarajnagar

Appeared

For the Complainant- Prakash Sharma
Represented by Koyal Kumari Sharma

For the Respondent - SDO(Electrical), Brajarajnagar, TPWODL.

GRF Case No- BRL/126/2025

Prakash Sharma
C/o Koyal Kumari Sharma
At-Ganganagar, Brajarajnagar
Dist-Jharsuguda
Consumer No-4171-2105-0231

VRS

SDO(Electrical), Brajarajnagar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Koyal Kumari Sharma on behalf of Prakash Sharma appeared in the hearing on Dt. 20.03.2025 at the camp held at SDO Office, Brajarajnagar and submitted a written complaint about revision of average bill from Aug-2013 to 2015 where the bills became too high. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted billing history from Jan-2003 to Feb-2025, a Physical Verification Report carried out on 24.03.2025 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Prakash Sharma is a Domestic consumer of TPWODL bearing con No 4171-2105-0231.
2. The date of power supply to the consumer is 5th November 2002.
3. The consumer was billed on provisional & average basis from the month of Aug-2013 to Nov-2015, after that meter was changed on Oct-2019 (WCG04054). After meter change billing amount was low and normal but during average billing the bill was for high units.

OBSERVATION

The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4171-2105-0231, having CD-2KW under LT-Domestic category, coming under ESO-Brajarajnagar & initial power supply effected on 05.11.2002.

After hearing both parties and verification of billing data it is observed that there is provisional/average billing from Aug-2013 to Dec-2015. A new meter bearing SI No "WCG04054" has been installed during Dec-2015. It may be revised as per Regulation-155 of OERC Distribution (Conditions of Supply), Code, 2019.


President

Grievance Redressal Forum
TPWODL, Burla, 768017

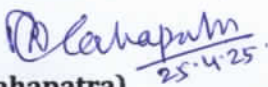
ORDER

After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

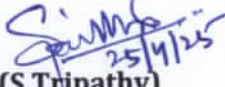
1. The Opposite Party is directed to revise the energy bills charged from Jan-2014 to Dec-2015 ^{as per} succeeding six month average consumption of the new meter no "WCG04054" installed during Dec-2015 as per Regulation-155 of OERC Distribution (Condition of Supply), Code,2019, duly adjusting the bill 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 adjustment 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.

Accordingly, the case is disposed of.

The Opposite Party is directed to submit the compliance report to this Forum within one month from the date of the issue of this order.


B. Mahapatra
(Co-Opted Member)
25.4.25

Grievance Redressal Forum
TPWODL, Burla - 768017


(S. Tripathy)
Member (Finance)
25/4/25

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:
1. Prakash Sharma, C/o-Koyal Kumari Sharma, At-Ganganagar, Brajarajnagar, Dist-Jharsuguda
 2. Sub-Divisional Officer (Elect.) Brajarajnagar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
 3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
 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/126/2025)

