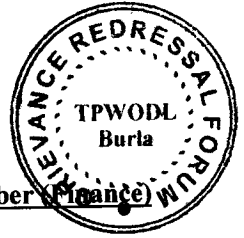


**Grievance Redressal Forum
TPWODL, BURLA**

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 S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 112 (4)

Date: 26/03/2025

Present:

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

1	Case No.	BRL/129/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tuleswar Pradhan At/Po-Bhaurkhol, Ps-Lakhanpur Dist-Jharsuguda-768219		4172-2207-1682	9937421543
3	Respondent/s	S.D.O (Elect), Belpahar			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	26/03/2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Belpahar

Appeared

For the Complainant- Tuleswar Pradhan

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

GRF Case No- BRL/129/2025

Tuleswar Pradhan
At/Po-Bhaurkhol, Ps-Lakhanpur
Dist-Jharsuguda
Consumer No-4172-2207-1682

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Tuleswar Pradhan appeared in the hearing on Dt. 20.03.2025 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein the complainant has raised objection about abnormal excess bill charged during the year 2001 to 2024. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party could submit billing history from May-2013 to Nov-2024 in this case.

OBSERVATION

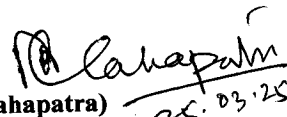
The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-2207-1682, having CD-2KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 01.05.2013.

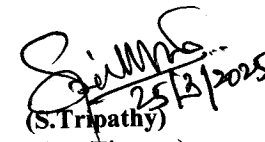
From scrutiny of billing data from FG (licensee soft records) database, the Forum observed that penal assessment was done by the opposite party in two separate ~~occasion~~ occasions, inspected on 01.04.2024 & 09.11.2024 due to theft of energy and was later settled by the complainant. It was further noticed that the energy bills charged from Sept-2021 to July-2022 were revised by the opposite party and Rs.34230.35/- was debited (added) to the consumer account, effected in billing on 30.09.2023, due to delayed meter updation and based on comparison of defective meter period assessment already done with respect to the new meter average consumption recorded after installation of the same.


On scrutinizing the records in detail, the Forum construed that the additional energy bill so charged in Aug-2023 amounting to Rs.34230.35/- is found to be legitimately charged as per Regulation-155 of OERC Distribution (Conditions of Supply) Code,2019 and hence, there is no further scope for revision of such bill charged.

Hence, the instance case petition is hereby dismissed, devoid of any merit.

Accordingly, the case is disposed of.


B. Mahapatra
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(S. Tripathy)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

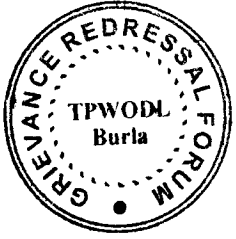

A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017


Copy to: -

1. Tuleswar Pradhan, At/Po-Bhaurkhol, Ps-Lakhanpur, 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, 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/129/2025)




President
Grievance Redressal Forum
TPWODL, Burla - 768017