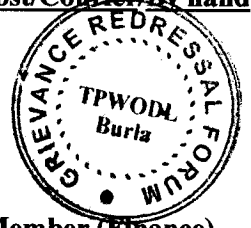


Grievance Redressal Forum

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)**

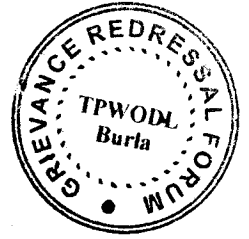
Ref: GRF/Burla/Div/BNED/ (Final Order)/ 115 (4)

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/132/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hajari Pradhan C/O-Minati Pradhan Piplikani Dist-Jharsuguda-768211		4172-2507-0169	9777653029
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			

President



Place of Camp: SDO Office, Belpahar

Appeared

For the Complainant- Hajari Pradhan
Represented by Minati Pradhan (Sister in law)

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

GRF Case No- BRL/132/2025

Hajari Pradhan
C/O- Minati Pradhan
Piplikani
Dist-Jharsuguda
Consumer No-4172-2507-0169

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Minati Pradhan on behalf of Hajari Pradhan appeared in the hearing on Dt. 20.03.2025 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein she has raised objection about provisional/average bills served to the complainant. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the billing abstract from Jan-2003 to Feb-2025 & a Physical verification report carried out on Dt.20.03.2025 & photo of meter No*"TWSP51056328" 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 4172-2507-0169, having CD-2KW under LT-Domestic category, coming under ESO-Bandbahal & initial power supply effected on 23.03.1999. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Average bills served from Jan-2003 to Sept-2011 with 288 units/bimonthly basis without any meter installed.
2. Actual bills served from Oct/Nov-2011 to June-2017 with adjustment of provisional/average billing with meter no "8062295".
3. Then, average bills served from Aug-2017 to July-2020 with 108 units, 216 units with meter SI No "8062295".
4. From Aug-2020 to Aug-2021, the power supply was disconnected and no energy billing was done, with discounted effected on 31.08.2021 and later reconnected on 24.10.2023 as per official records.
5. From Sept-2021 to Aug-2021 there was no billing and no records were found in billing ledger.
6. In Sept-2023, there was bill charged for fix charged for Rs.500 & Rs.1500.00 in a single bill.
7. In Sept-2023 a new meter SI No "TWSP51056328" was installed on 28.10.2023.
8. From Sept-2023 to Feb-2023 actual billing was done with lesser units.

On scrutinizing the case in detail, the Forum construed that the energy bill so charged upto and including two years prior to the installation of meter No-"TWSP51056328" are to be revised as per Regulation-155 of OERC Distribution (Conditions of Supply) Code,2019.

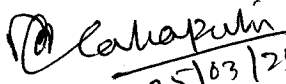
ORDER

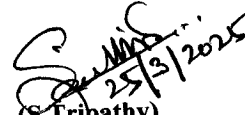
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019


1. The Opposite Party is directed to revise the provisional/average energy bill charged from Aug-2018 to July-2020 by taking the succeeding six months average consumption recorded in the meter SI No "TWSP51056328", from the date/month of installation of the same, 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)
Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to:-


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


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

1. Hajari Pradhan, C/O- Minati Pradhan, Piplikani, 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/132/2025)

