

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)/ 1794

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/133/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Panchu Bhoi At-Chadarama, Po-Telenpali, Dist-Jharsuguda-768234	4172-2505-0325		
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	29/04/2025			
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- Panchu Bhoi

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

GRF Case No- BRL/133/2025

Panchu Bhoi

At-Chadarama, Po-Telenpali

Dist-Jharsuguda

Consumer No-4172-2505-0325

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Panchu Bhoi 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 objected regarding revision of average bills charged earlier. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted billing history from May-2007 to Feb-2025, a Physical Verification Report carried out on 20.03.2025 without any load verification only meter reading & meter status & meter detail has been submitted 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 4172-2505-0325, having CD-2KW under LT-Domestic category, coming under ESO-Bandbahal & initial power supply effected on 30.05.2007. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Average billing were raised from Dec-2011 to Nov-2020 @ 206/216/412 units bimonthly and 144 units/month from time to time.
2. A new meter bearing Sl No "LW550897" has been installed during Dec-2020 (on 29.11.2020 as per FG records) and it is seen that there is less consumption per month after installation of the same meter.
3. The ledger abstract revealed that the provisional bills charged subsequently from March-2022 to July-2023 were not adjusted as the power supply remained disconnected on 28.08.2023 & later, reconnected on 10.04.2024.
4. It was further revealed that a new meter Sl No "TWST1799777" was installed in the premises on 26.07.2024 & actual bills continued to charge thereafter.

Therefore, considering the records, statements available, the Forum construed that the bills so charged on average basis for the above period are to be revised limited to 02 years prior to installation of new meter no "LW550897" as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019.

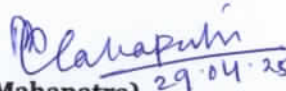
ORDER


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 energy bills charged from Dec-2018 to Nov-2020 on the basis of succeeding six months actual monthly average consumption recorded in meter no "LW0550897" installed during Dec-2020, as per Regulation-155 of OERC Distribution (Conditions 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 revise the energy bills charged from March-2022 to July-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter SI No "TWST1799777" from the date/month of installation of the same as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
3. *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*
4. *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)
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. Panchu Bhoi, At-Chadarama, Po-Telenpali, 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/133/2025)


President
Grievance Redressal Forum
TPWODL, Burla - 768017