

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)/ 167(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/135/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hemanta Patra Representative of Late Balaram Padhan (Consumer) At/Po-Suldia, Ps-Lakhanpur, Dist-Jharsuguda-768219		4172-1205-3971	9861558504
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- Hemanta Patra
Representative of Late Balaram Padhan (Consumer)



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

GRF Case No- BRL/135/2025

Hemanta Patra
Son in law of Late Balaram Padhan
At/Po-Suldia, Ps-Lakhanpur
Dist-Jharsuguda
Consumer No-4172-1205-3971

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Hemanta Patra son in law of Late Balaram Padhan (consumer) 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 high average billing . Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted billing history from May-2003 to Feb-2025, a Physical Verification Report carried out on 03.04.2025 & photocopy of meter photo 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 4172-1205-3971, having CD-2KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 06.12.2001.

On scrutinizing the records in detail, the Forum observed that there is average billing from Sept-2003 to Dec-2018. A new meter bearing SI No "LW056165" was installed during Dec-2018 and thereafter the billing is continuing on actual basis. It is seen that there is average billing at higher units of consumption/month than the actual monthly consumption recorded in the newly installed meter. The bill may be revised as per Regulation 155 of OERC Distribution (Conditions of Supply), Code,2019.

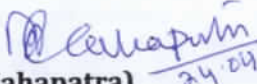
ORDER

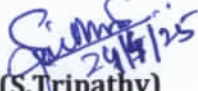
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. The Opposite Party is directed to revise the energy bills charged from Jan-2016 to Dec-2018 as per succeeding six months average consumption recorded in new meter Sl No "LW056165" during Dec-2018, 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


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


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

1. Hemanta Patra, Son in law of Late Balaram Padhan, At/Po-Suldia, 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/135/2025)

