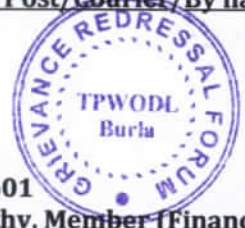


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 192(4)

Date: 30/04/25

Present:

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

1	Case No.	BRL/160/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Laxmi Bhoi Rengali, Kanaktora, Dist-Jharsuguda	4172-1502-0538		
3	Respondent/s	S.D.O (Elect), Belpahar	Division B.N.E.D, TPWODL, Brajarajnagar		
4	Date of Application	10.04.2025			
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	10.04.2025			
9	Date of Order	30/04/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bandbahal

Appeared

For the Complainant- Laxmi Bhoi

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

GRF Case No- BRL/160/2025

Laxmi Bhoi
Rengali, Kanaktora
Dist-Jharsuguda
Consumer No-4172-1502-0538

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Laxmi Bhoi appeared in the hearing on Dt. 10.04.2025 at the camp held at ESO Office, Bandbahal and submitted a written complaint wherein the complainant stated that, soon after the power supply was given, her house was damaged during 2019. Hence, the complainant affirmed that no power supply was availed by her previously. During Aug-2024, she has paid Rs.3000.00/- towards part payment of arrear with a request to revise the bill & the same meter was reinstalled in the repaired house which was damaged since 2019. Hence, the complainant prayed before the Forum to resolved the billing dispute in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted billing history from April-2019 to Feb-2025, A photocopy of meter photo & Physical Verification Report carried out on 10.04.2025 in this case.

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 4172-1502-0538, having CD-1KW under LT-Domestic category, coming under ESO-Bandbahal & initial power supply effected on 30.10.2018. From the hearing of both the parties & on scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The same meter no "195162" is still existing in the premises with running condition having meter status found 'OK' as per Physical Verification Report Dt.10.04.25 and the meter reading recorded as KWh-'000035'
2. There was abnormal bill charged with '1274' units, considering the advanced reading of KWh-'001275', recorded in meter sl no "1951620", that might have occurred due to tabular reading submitted for billing, which in turn in no way related to the current reading of KWh-'000035' as per Physical Verification Report Dt.10.04.25.
3. The consumer has used only 35 units, as recorded in meter no "1951620", from date of supply upto 10.04.2025.

4. The ledger abstract revealed that there was no advancement of reading recorded upto July-2023 billing except the advanced reading of KWh-'000001' initially recorded in Aug-2019 in meter sl no "1951620".

On hearing the case, it was noticed that the above power supply was given under Soubhagya Scheme on Dt.30.10.2018 and bill has also been generated. But the consumer might not have used the power supply since the date of power supply till July-2024, because the house was in demolished condition as affirmed by the complainant. On completion of the house, the consumer approached for power supply but at that time it was found that a connection bearing Consumer No 4172-1502-0538 existed in the name of Laxmi Bhoi. The arrear was Rs.3746.90/- upto July-2024. So, the consumer was asked for payment of the arrear and the consumer have paid Rs.3000/- on 17.08.2024. Then, the meter (meter no-"1951620") was reinstalled and power supply was given on 17.08.2024 as latest Physical Verification Report submitted.

However, the complainant could not substantiate her claim regarding non usage of power & also the Opposite Party failed to submit the exact date of disconnection carried out previously. Hence, in the absence of proper records, this Forum could not ascertain the exact period of disconnection made and cannot be considered for withdrawal of such bills charged.

The complainant was served provisional bills from the date of power supply @ different units/month. Actual bill was charged with reading of '1274' units in July-2024. No bill units were charged from Aug-2022 to Jan-2023 as no traces of bills raised has been found available in the ledger abstract.

The Physical Verification Report Dt.10.04.2025 indicated that the meter Sl No '1951620' has been in working condition as the present meter reading is '35' KWh.

The Forum on examining the case in detail, construed that the bills so charged from the date of power supply i.e. 30.10.2018 till 10.04.2025 (till the Physical Verification Report drawn on 10.04.2025) are to be revised accordingly as per advanced meter reading recorded/certified by the Opposite Party in meter sl no "1951620".

ORDER

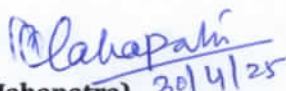
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


- 1. The Opposite Party is directed to revise the energy bills charged from the date of power supply (i.e 30.10.2018) upto 10.04.2025 by spreading the consumption of 35 KWh in meter Sl No '1951620' from date of power supply & also levy the fixed charged as per law, 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)
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. Laxmi Bhoi, Rengali, Kanaktora, 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/160/2025)