

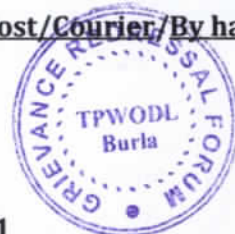
Grievance Redressal Forum

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)/ 198(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/162/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jogendra Pere C/O-Akshya Pere At/Po-Remunda, Dist-Jharsuguda-768211		4172-2505-0690	8658565033
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- Jogendra Pere
Represented by Akshya Pere

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

GRF Case No- BRL/162/2025

Jogendra Pere
C/O- Akshya Pere
At/Po-Remunda
Dist-Jharsuguda
Consumer No-4172-2505-0690

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Akshya Pere son of Jogendra Pere 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 since last 03 years power supply has been disconnected. Provisional bills have been going on even in disconnected period. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly & restore the power supply.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted billing abstract from Sept-2014 to Jan-2022, a PVR carried out on Dt. 15.04.2025 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 4172-2505-0690, having CD-2KW under LT-Domestic category, coming under ESO-Bandbahal & initial power supply effected on 11.09.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. First bill was generated in Sept-2014. Actual bill generated from Sept-2014 upto Sept-2015.
2. From Oct/Nov-2015 to Jan-2022 provisional & average bills were generated.
3. There is a reading of 856 KWh in Sept-2016 with adjustment of Rs.1287.80/- (EC) and Rs.51.53/- (ED).
4. The energy was stopped from Jan-2022 & the arrear stood at Rs.34387/-. Subsequently the power supply was reconnected on 11.04.2025 as per FG data base (licensee soft records) revealed.
5. That, there was no trace of billing generated from Feb-2022 to Feb-2025 as per ledger abstract indicated. On restoration of power supply, March-2025 bill was generated on actual basis, considering the consumption recorded in the new meter SI No-"TWSP51258826", that was installed in the premises on 15.04.2025.

Hence, from the mentioned facts & statements available on record, the Forum construed that the average bill charged from February-2020 to January-2022 (i.e limited to two years period as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019) on the basis of consumption recorded in subsequent meter No-"TWSP51258826".

ORDER

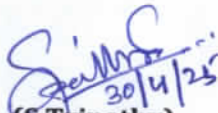
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to revise the energy bill charged from Feb-2020 to Jan-2022, on the basis of succeeding six months actual monthly average consumption recorded in existing meter No-"TWSP1258826" from the date/month of installation of the same meter, 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 seven months from the date of the issue of this order.


B. Mahapatra
(Co-Opted Member)
Co-opted Member


(S. Tripathy)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum
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Copy to:-

1. Jogendra Pere, C/O- Akshya Pere, At/Po-Remunda, 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/162/2025)