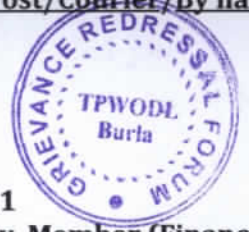


Grievance Redressal Forum

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)/ 197 (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/163/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Khyama Bagh C/O-Nilima Bag At-Telenpali, Po-Banharpali, Dist-Jharsuguda-768234		4172-2504-0102	8456036073
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				
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- Khyama Bagh
Represented by Nilima Bag



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

GRF Case No- BRL/163/2025

Khyama Bagh
C/O- Nilima Bag
At-Telenpali, Po-Banharpali
Dist-Jharsuguda
Consumer No-4172-2504-0102

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Belpahar, TPWODL.

GIST OF THE CASE

Smt Nilima Bag daughter of Khyama Bagh appeared in the hearing on Dt. 10.04.2025 at the camp held at ESO Office, Bandbahal and requested for revision of earlier abnormal bills charged.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted billing abstract from Mar-2001 to March-2025 & a Physical Verification Report 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 4172-2504-0102, having CD-0.32KW under LT-Domestic category, coming under ESO-Bandbahal & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum after hearing both the parties observed that,

1. The consumer was billed on actual basis with 3634 units during September-2001 with meter no "WESCO219325" considering Initial Meter Reading of KWh-'1010' & Current Meter Reading of KWh-'4644' was perceived to be abnormal charged in a single month. The consumer was in permanently disconnected (PDC) for the period from June-2013 to Oct-2024 as per ledger abstract revealed and was later, reconnected on 01.12.2024.
2. The monthly consumption after installation of meter comes to be less than 20 units/month from Nov-2024 to March-2025.
3. That, the Forum construed that the average bills charged from July-2011 to June-2013 are to be revised as per actual monthly average consumption recorded in existing meter No-"TWST1759545" installed on 07.12.2024 & has been found in running condition as per Physical Verification Report Dt.15.04.2025. Further, the accumulated reading of KWh-'4644' recorded in meter No-"WESCO21935" as on Sept-2001 are also to be recasted on monthly average basis from the date/month of installation of same meter.


ORDER

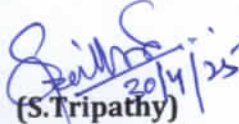
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019


1. The Opposite Party is directed to revise the energy bills charged from July-2011 to June-2013, on the basis of actual monthly average consumption, recorded in meter SI No-"TWST1759454" from the date/month of installation of 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.
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

Copy to: -

1. Khyama Bagh, C/O- Nilima Bag, At-Telenpali, Po-Banharpali, 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:Bhoingar, 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/163/2025)