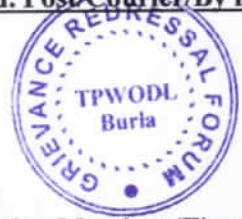


**Grievance Redressal Forum
TPWODL, BURLA**

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 SovanTripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 195 (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/164/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Yadab Sahoo At/Po-Govindpur, Kadamdihi, Dist-Jharsuguda-768219	4172-2207-0228	6372433882	
3	Respondent/s	S.D.O (Elect),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
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: SDO Office, Belpahar, TPWODL, Brajrajnagar

Appeared

For the Complainant- Yadab Sahoo
Represented by Ashish Sahu



For the Respondent - SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

GRF Case No- BRL/164/2025

(1) Yadab Sahoo
At/Po-Govindpur, Kadamdihi,
Dist-Jharsuguda-768219
Consumer No.- 4172-2207-0228

COMPLAINANT

VRS

(1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Yadab Sahoo bearing Consumer No **4172-2207-0228** represented by Ashish Sahu under BNED, TPWODL, Brajrajnagar has stated about average bills charged due to defectiveness of the meter for the period from 2001 to 2015 and again from 2021 to 2023 with high monthly units raised.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

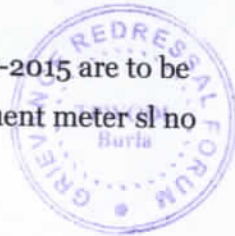
The Opposite Party has submitted ledger copy for the period from Mar'2001 to Mar'2025, photo of meter & a PVR carried out on Dt. 15.04.2025 in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 2kw with initial date of power supply 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties, it is observed that:-

1. From Feb-Mar'2001 upto Dec'2015 average/provisional bills were served with '144' and '288' units bimonthly and without meter. A new meter with sl. no. "WCG17888" was installed during Jan-Feb'2016 and thereafter that actual bills were served upto Mar'2021 with very less consumption units i.e 64/86/56 units bimonthly.
2. Again, from Apr'2021 to Jul'2023 average/provisional bills were served with the meter sl. no. "WCG17888" which was declared defective with consumption of 40/45/33/125/134/202 etc. units/month.
3. During Aug'2023 another meter with sl. no. "TWSP51043512" was installed on 05.09.2023 and actual bills were charged from Aug'2023 upto Mar'2025 with consumption of 22/77/85/20/19 etc units per month.
4. The Opposite party has already revised the bill from April'2021 to Aug'2023 and credited Rs.11411.11/- to consumer's account (deducted from), effected in billing on 19.06.2024 and found to be legitimately carried out.

Hence, the Forum construed that the average bills charged from Jan-2014 to Dec-2015 are to be revised accordingly on the basis of monthly average consumption so recorded in subsequent meter sl no "WCG17888"



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 bill for the period from January'2014 to December'2015 as per succeeding six months actual monthly average consumption recorded I meter No "WCG17888" 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 adjustments 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 issue of this order as the case may be.


B. Mahapatra
(Co-Opted Member)
30/04/25


(S. Tripathy)
Member (Finance)
30/04/25


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

- Copy to:** - (1) Yadab Sahoo, At/Po-Govindpur, Kadamdihi, Dist-Jharsuguda-768219.
(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, Brajrajnagar.
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhojnagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/164/2025)