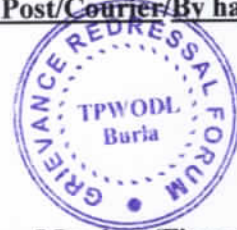


Grievance Redressal Forum

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 SovanTripathy, Member (Finance)**

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 196 (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/166/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Udit Mahananda At/Po-Kudabaga, Lakhanpur, Dist-Jharsuguda-768219		4172-2207-0077	9556574256
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			



Appeared

For the Complainant- Udit Mahananda

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

GRF Case No- BRL/166/2025

(1) Udit Mahananda
At/Po-Kudabaga, Lakhanpur,
Dist-Jharsuguda-768219
Consumer No.- 4172-2207-0077

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Udit Mahananda bearing Consumer No **4172-2207-0077** under BNED, TPWODL, Brajrajnagar, objected about wrong/abnormal bill charged as there were no meter installed previously..

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted ledger copy for the period from May'2003 to Feb'2025, photo of meter & a Physical Verification Report 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-DOMESTIC consumer having CD 2kw with initial date of power supply 24.12.2001 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. For the period from Feb/Mar'2003 to Nov/Dec'2015 Average/Provisional bills charged without meter @ 288/400/526/110 e units from time to time.
2. During Feb'2016, a meter with sl. no."WCG17573" was installed but reading was not taken upto Feb'2017 & average bill continued to charge from Jan/Feb-2016 to Feb-2017 @ 110 units on bimonthly basis.
3. In Mar/Apr'2017, the reading of 1025 KWh was recorded and actual bill was served.
4. Thereafter, actual bill continued till March-2021 as per consumption recorded in meter sl no "WCG17573". Then, provisional bill charged from April-2021 to June-2021 and later on a new meter no "LW439249" was installed on 15.06.2021. Actual bills continued to charge afterwards from June-2021 onwards.

Hence, from mentioned facts & circumstances, the Forum construed that the average bills charged from Jan/Feb-2016 to April-2017 are to be revised as per actual monthly average consumption, to be derived, considering the accumulated units of KWh-"1025" so recorded upto April-2017 billing, from the date of installation of meter no "WCG17573". Again, the average bills charged prior to installation of meter no "WCG17573" are to be revised but limited to two years (as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019) on the basis of monthly average consumption so calculated above, based on the advanced consumption recorded in meter no mentioned supra.

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 charged from Jan/Feb-2016 to April-2017 (i.e from the date/month of installation of meter no "WCG17573" upto April-217 billing), by recasting/spreading over of total accumulated units of KWh-'001025' so recorded in above mentioned meter on monthly average basis, 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 revise the bill for the period from Jan-2014 to Dec-2015, on the basis of monthly average consumption so derived in Part-I of the above order, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS scheme, if any.
3. 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.
4. 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)
Co-opted Member


(S. Tripathy)
Member (Finance)
Member


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

Copy to: - (1) Udit Mahananda, At/Po-Kudabaga, Samarbaga, 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/166/2025)