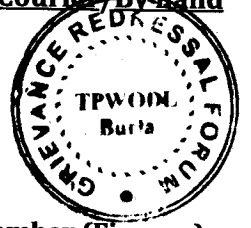


Grievance Redressal Forum

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)



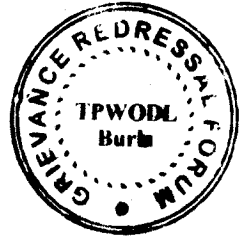
Ref: GRF/Burla/Div/JED/ (Final Order)/ 224 (4)

Date: 17/06/2025

Present:

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

1	Case No.	BRL/197/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Bilash Pan W/O-Late Dayanidhi Pan (Consumer) At-Dandabuda, Po-Kolabira Dist-Jharsuguda-768213		4135-2403-0019	8018277051																																
3	Respondent/s	SDO (Elect), Jharsuguda-II			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	21.04.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	21.04.2025																																			
9	Date of Order	17/06/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			



Place of Camp: ESO Office, Raghunathpali

Appeared

For the Complainant- Bilash Pan

Representative of Late Dayanidhi Pan (Consumer)

For the Respondent - SDO(Electrical),JSG-II, TPWODL.

GRF Case No- BRL/197/2025

Bilash Pan

W/O-Late Dayanidhi Pan (Consumer)

At-Dandabuda,

Po-Kolabira

Dist-Jharsuguda

Consumer No-4135-2403-0019

VRS

SDO(Electrical), JSG-II, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Bilash Pan, W/O-Late Dayanidhi Pan (Consumer), appeared in the hearing on Dt. 21.04.2025 at the camp held at ESO Office, Raghunathpali. The Complainant filed the petition disputed about the previous provincial and average bills charged. The complainant submitted that her family has been residing in Dandabuda village since last 70 years. During 2001, their house, the electrical connection and meter were completely washed out due to flood occurred during that period. That, his family was sheltered at nearby school and returned to their native place after some period with necessary repair of the house. That, from that period they had not utilized the power supply for many years, admittedly with no facility of such supply was prevailing. The complainant affirmed that even if they had not used such supply for long period of time, fictitious energy bills were coming, which led them to mental agony and dissatisfaction. Hence, the Complainant prayed before the Forum to consider his grievances sympathetically and direct the Opposite Party to withdraw such fictitious bills already charged & resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Jan-2021 to March-2025 & a Physical Verification Report carried out on Dt.21.04.2025 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 4135-2403-0019, having CD-1.50KW under LT-Domestic category, coming under ESO-Ragnunathpali & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President

**Grievance Redressal Forum
TPWODL, Burlu - 768017**

1. That, on examining the case in detail, the Forum observed from the records that average bills were previously charged from March-2001 to January-2013 @ 144 units/288 units on bi-monthly basis. Thereafter, provisional bill and actual bills were charged intermittently from February-2013 to August-2024. It was revealed that a new meter SL. NO." 23002060" was installed and updated in billing during February/March-2013, replacing the previous meter No" WESCO226827".
2. That, the provisional bills so charged intermittently were automatically adjusted in subsequent billing months.
3. That, another new meter SL. NO" TWSP51207057" was installed in the premises on 20-Oct-2024 and actual bills continued to charge afterwards.
4. That, the complainant's petition regarding the period of non usage of power supply could not be ascertained in the absence of supporting documentary evidence. The complainant also failed to submit the period of fictitious billing raised in support to his arguments. That, the Opposite Party could not submit the relevant records and written statement in support of their views to the case, even after giving sufficient reasonable time to furnish. That, there were no trace of bill revisions carried out earlier by the Opposite Party pertaining to the period upto January-2013. Also, there was no trace of records found regarding disconnection/reconnection.

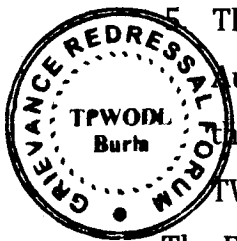
That, the consumption recorded in meter No" 23002060" was upto the KWH" 7384" as on Aug-2024, from the initial date of installation of the same i.e. during Feb/March-2013 and the current monthly average consumption after installation of the new meter (meter No" TWSP51207057") is within 25 units per month.

The Forum on scrutinizing the records, reports available on record, construed that the claim regarding non usage of power supply cannot be entertained in the absence of proper documentary evidence from either of the parties concerned. However, the average bills charged from February-2011 to January-2013 are to be revised by the Opposite Party, limited to two years, as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

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

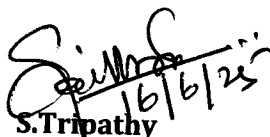
1. *The Opposite Party is directed to revise the energy bill charged in February-2011 to January-2013, on the basis of actual monthly average consumption recorded in meter No" 23002060", considering initial meter reading as on the date of installation of the same meter and final meter reading as KWH"000500" as on March-2014, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*



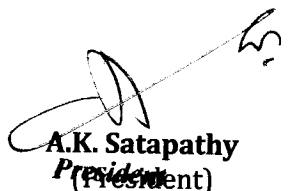
2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant
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.


S. Tripathy
16/6/25

Member (Finance)


A.K. Satapathy
President

Copy to: - **Grievance Redressal Forum**

Grievance Redressal Forum

1. Bilash Pan, W/O Late Dayamdhhi Pan At-Dandabuda, P.O-Kolabira, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.), JSG-II, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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/197/2025)

