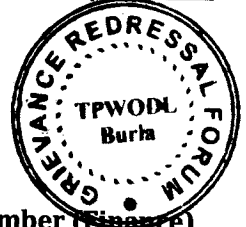


Grievance Redressal Forum

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)/ 223 (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/199/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Purna Chandra Pradhan At-MurliPali, Dist-Jharsuguda		4170-0103-0368	8018278382																																
3	Respondent/s	E.E.,(Elect), BNED, Brajarajnagar			Division B.N.E.D, TPWODL, Brjarajnagar																																
4	Date of Application	22.04.2025																																			
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																																				
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6. Others																																					
8	Date(s) of Hearing	22.04.2025																																			
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, Panchgaon

Appeared

For the Complainant- Purna Chandra Pradhan

For the Respondent - E.E.(Electrical),BNED, Brajarajnagar, TPWODL.

GRF Case No- BRL/199/2025

Purna Chandra Pradhan

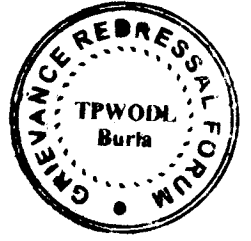
At-MurliPali,

Dist-Jharsuguda

Consumer No-4170-0103-0368

VRS

E.E.(Electrical),BNED, Brajarajnagar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Purna Chandra Pradhan appeared in the hearing on Dt. 22.04.2025 at the camp held at ESO Office, Panchgaon. The Complainant filed the petition disputed about the abnormal energy bills charged particularly after installation of a new meter on 20.05.2025, which has led to accumulation of fictitious arrear of Rs.27735/-. Hence, the Complainant prayed before the Forum to direct the Opposite Party to rectify & resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from March-2021 to March-2025 & a Physical Verification Report carried out on Dt.16.04.2025 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 4170-0103-0368, having CD-7.50HP under LT-Irrigation Pumping & Agriculture category, coming under ESO-Panchgaon & 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,

1. That, on examining the case in detail, the Forum observed from the records that a new meter bearing SL. NO."10035199" was installed in the premises on 20-May-2023 but, May-2023 bill was charged on actual basis with "17984" units erratically in a single month, even though no advanced reading was recorded for billing. June-2023 energy bill was raised on actual basis with only "1" unit, taking into account the current reading of KWH"000001". Thereafter, actual bills continued to charge.
2. That, the Physical Verification Report dtd.16.04.2025 indicated that the aforementioned meter has been found in running condition with advanced reading recorded as KWH"013289".


President

**Grievance Redressal Forum
TPWODL, Burla - 768007**

3. The ledger abstracts also revealed that provisional and average bills were charged previously from January-2013 to April-2023 which were not revised accordingly. The Opposite Party could not submit the written statement in reply to the case, even after giving sufficient reasonable time to furnish. However, the Opposite Party may initiate the process of revising such above bills adhering to their internal bill revision procedure in force.

The Forum on verifying the records, reports available on record, construed that as per the petition filed, the abnormal energy bill charged particularly in May-2023 are to be revised accordingly on the basis of actual monthly average consumption recorded in the subsequent running meter, as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

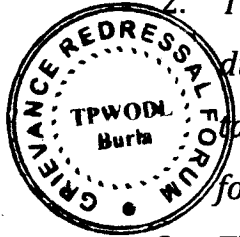
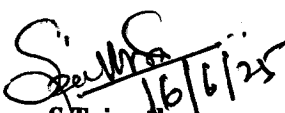
ORDER


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 May-2023, on the basis of succeeding six months actual monthly average consumption recorded in present meter No" 10035199", from the date/month of installation of the aforementioned 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 one month from the date of the issue of this order.



S. Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

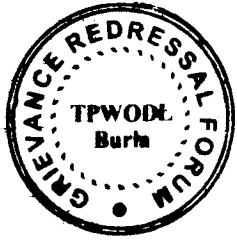

A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017


Copy to: -

1. Purna Chandra Pradhan, At-MurliPali, 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/199/2025)




President
Grievance Redressal Forum
TPWODL, Burla - 768017