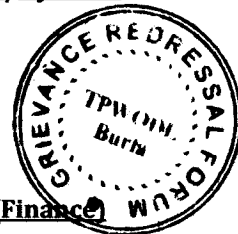


Grievance Redressal Forum

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)

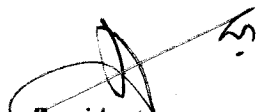


Ref: GRF/Burla/Div/BNED/ (Final Order)/ 260(1)

Date: 30-6-2025

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

1	Case No.	BRL/200/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Madhu Meher C/O-Mohan Meher At/Po-Kanaktura, Dist-Jharsuguda		4172-2303-0083	9938311153
3	Respondent/s	SDO (Elect), Belpahar			Division B.N.E.D, TPWODL, Brjarajnagar
4	Date of Application	22.04.2025			
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	22.04.2025			
9	Date of Order	30-6-2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Panchgaon

Appeared

For the Complainant- Madhu Meher
Represented by Mohan Meher



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

GRF Case No- BRL/200/2025

Madhu Meher
C/O-Mohan Meher
At/Po-Kanakura,
Dist-Jharsuguda
Consumer No-4172-2303-0083

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Mohan Meher on behalf of Madhu Meher appeared in the hearing on Dt. 22.04.2025 at the camp held at ESO Office, Panchgaon. The Complainant filed the petition disputed about abnormal excess bills charged particularly for six to eight months from July-2022 onwards. Hence, the Complainant prayed before the Forum to consider his grievances sympathetically and direct the Opposite Party to 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.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 4172-2303-0083, having CD-5.50KW under LT-Domestic category, coming under ESO-Panchgaon & initial power supply effected on 02.03.2002. 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 provisional and average bills were previously charged from September-2021 to November-2023 on different units from time to time.
2. That, a new meter SL. No. "TWNX512991" installed in the premises on 21.12.2023 and actual bills continued thereafter till last billing. The Physical Verification Report, dtd,15.04.2025 indicated that the same meter has been found in running condition with advanced meter reading recorded as KWH "004682".
3. That, no average bills were revised by the Opposite Party from September-2021 to November-2023 in earlier occasions. The Opposite Party could not submit the written reply in support of their views to the case along with other relevant documents.

The Forum on scrutinizing the records, reports available on record, construed that the provisional/average bills charged from September-2021 to November-2023 are to be revised by the Opposite Party, limited to two years, as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

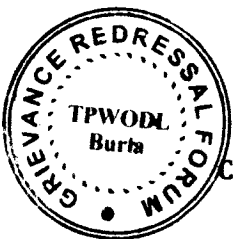
ORDER

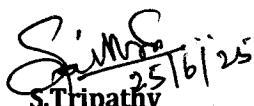
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019


1. *The Opposite Party is directed to revise the energy bill charged in December-2021 to November-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter No "TWNX512991", from the date/month of installation of the same, 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


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

Copy to: -
TPWODL, Burla - 768017

1. Madhu Meher, At/Po-Kanaktura, 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/200/2025)