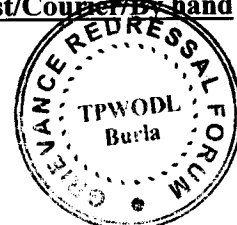


**Grievance Redressal Forum
TPWODL, BURLA**

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 S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 63 (4)

Date: 28/02/2025

Present:

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

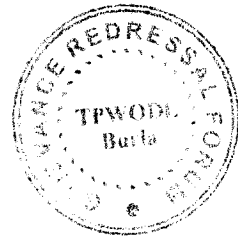
1	Case No.	BRL/21/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Lalu Bagh C/O-Smt Rina Bagh At-Hariharpur Po-Utunia, Dist-Deogarh-768109		4141-1369-1007	8480654060
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	17.01.2025			
5	In 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	17.01.2025			
9	Date of Order	28/02/2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bhudapal

Appeared

For the Complainant- Lalu Bagh
Represented by Smt Rina Bagh

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



GRF Case No- BRL/21/2025

Lalu Bagh
C/O-Smt Rina Bagh
At-Hariharpur Po-Utunia,
Dist-Deogarh
Consumer No-4141-1369-1007

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Rina Bagh on behalf of Sri Lalu Bagh appeared in the hearing on Dt. 17.01.2025 at the camp held at ESO Office, Bhudapal and submitted a written complaint wherein she has raised objection about abnormal high bill charged despite of less use of electrical equipment during the previous billing periods. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Jan-2012 to Nov-2024, a PVR carried out on 31.01.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the supply given to consumer premises on 30.01.2011 with meter no "WESCO9063960" under 'KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to July-2017. Then average bill served to consumer from Aug-2017 to March-2019 @ 12 units PM so MMFC only charged.
3. The Meter No "LW165876" was installed on 11.04.2019 with IMR=1 and then onwards the electricity bill served to consumer on actual basis up to May2021.
4. The provisional/average bill served to consumer from June-2021 to July-2023 & MMFC @Rs.80/- only charged.
5. The Meter No "TW02086485" was installed on 29.08.2023 with IMR=0, then onwards the electricity bill served to consumer on actual basis.
6. The opposite party further observed that only MMFC charged due to KTJ category, Hence further revision of bill is not preferable, so the case may be dropped.

OBSERVATION

The case is perused 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 4141-1369-1007, having CD-0.11KW under LT-KTJ category, coming under ESO-Budhapal & initial power supply effected on 30.10.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President

Grievance Redressal Forum
TPWODL, Deogarh

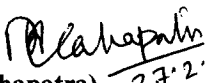
1. That, it was revealed from the ledger abstract that being a Kutir Jyoti Consumer, only monthly fixed charges were levied from the date of first energy billing in Jan-2012 to till last billing (in Dec-2024). Additionally monthly meter rents were also charged from Aug-2023 onwards @ Rs.40/- per month, upon installation of a new meter SI No "TW02086485" and the monthly consumption has been less than or actual to 30 units/month. It was also observed that delayed payment surcharge (DPS) @ Rs.100/- was charged to the tune of Rs.300/- in total during April-2014 to Sept-2014 and again, sundry amount @ Rs.150/- was charged in Aug/Sept-2013 Dec/Jan-2014 and Feb/March-2014 bimonthly billing (i.e., total of Rs.450/-). However, the reason for charging the DPS and the sundry amount as mentioned above could not be submitted by the opposite party.

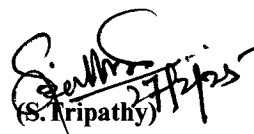
Hence, on perusal of records, it was observed that there were no energy charges levied during the intine billing period, except the monthly fixed charges & meter rents from a specific period as depicted above. The Forum on verifying the records construed that the DPS & sundry amount so charged as mentioned supra is to be verified by the opposite party at their level and effect necessary adjustment in subsequent billing if found illegitimately charged.


Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.

The complainant is at liberty to approach the Forum with necessary supporting documents, if the complainant is not satisfied with the action/inaction of the opposite party.


B. Mahapatra 27.2.25
(Co-Opted Member)
Co-opted Member


(S. Tripathy)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum

Grievance Redressal Forum

Grievance Redressal Forum

TPWODL, Burla - 768017

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1. Sri Lata Bagn, C/O Smt Rina Bagn, At-Harinarpur, PO-Utunia, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is ~~author~~ 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:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) or Odisha Electricity Regulatory Commission At-Plot No-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 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/21/2025)