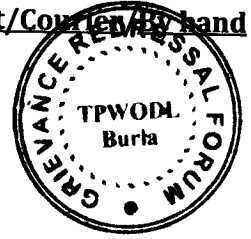


Grievance Redressal Forum

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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 288 (4)

Date: 30/06/2025

Present:Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/270/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Dharanidhar Sahu C/O-Prasanta Kumar Sahu At-Tangarpali, Sunari, Dist-Jharsuguda		4172-1208-0180	6370493815																																
3	Respondent/s	SDO (Elect), Belpahar			Division B.N.E.D, TPWODL, Brjarajnagar																																
4	Date of Application	23.06.2025																																			
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			
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	<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																					
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	23.06.2025																																			
9	Date of Order	30/06/2025																																			
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: SDO Office, Belpahar

Appeared

For the Complainant- Dharanidhar Sahu
Represented by Prasanta Kumar Sahu



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

GRF Case No- BRL/270/2025

Dharanidhar Sahu
C/O-Prasanta Kumar Sahu
At-Tangarpali, Sunari,
Dist-Jharsuguda
Consumer No-4172-1208-0180

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Prasanta Kumar Sahu on behalf of Dharanidhar Sahu appeared in the hearing on Dt. 23.06.2025 at the camp held at SDO Office, Belpahar. The Complainant filed the petition objected to abnormal energy bill charged against his domestic connection. The complainant could not emphatically submit the period and nature of billing dispute. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Nov-2012 to May-2025, copy of Physical Verification Report dtd.30.06.2025 and the copy of photo reading of meter No" LW056174".

OBSERVATION

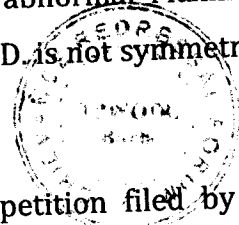
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-1208-0180, having CD-0.15KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 01.08.2012. 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 billing records, that March-2025 bill was charged on actual basis, wrongly considering the CMD of "2891.00" KVA, in the meter No" LW056174", that led to abnormal charging of Monthly Minimum Fixed Charge (MMFC) of Rs. 57820.00/- for the month, out of the total arrear outstanding of Rs. 67731.31/- upto May-2025 billing.
2. The ledger abstract revealed that CMD for January-25, February-25 and April-2025 were recorded as "0.15000" KVA in each month, except in March-2025, wherein the CMD of "2891.00" KVA was recorded for billing.

President

Grievance Redressal Forum
TPWODL, Barba - 751012

3. The past records indicated that nowhere in billing history such abnormal Maximum Demand (M.D.) was recorded previously. Further, such abnormal M.D. is not symmetrical with the contracted load (C.D.) of only "0.15"KW.



On verifying the records, reports available on record and the petition filed by the complainant, the Forum construed that the abnormal MMFC so charged particularly in March-2025 was found to be incorrect & illegitimately charged. Hence, the Opposite Party is required to revise the Monthly Minimum Fixed Charge (MMFC) only so raised in March-2025, considering the CMD of "0.15000" KVA, to redress the grievances accordingly.

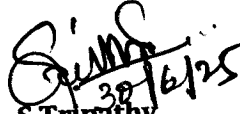
ORDER

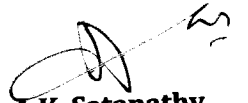
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

1. The Opposite Party is directed to revise the Monthly Minimum Fixed Charge (MMFC) only so charged in March-2025 billing, considering the CMD of "0.15000" KVA for the month.
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. Dharanidhar Sahu, C/O-Prasanta Kumar Sahu, At-Tangarpali, Sunari, 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/270/2025)


President
Grievance Redressal Forum
TPWODL, Burla - 768001