

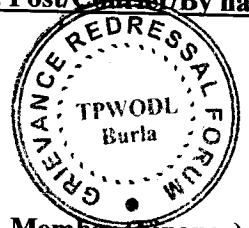
Grievance Redressal Forum

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/SEED/ (Final Order)/ 55 (4)

Date: 28/02/2025

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

1	Case No.	BRL/52/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sardhakara Badhie At-Khairmal, Po-N.Barangamal, Dist-Sambalpur-768105		4164-3201-0147	6371462288																																
3	Respondent/s	S.D.O (Elect), Rairakhola			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	24.01.2025																																			
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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8	Date(s) of Hearing	24.01.2025																																			
9	Date of Order	28/02/2025																																			
10	Order in favour of	Complainant	√	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			



appeared

For the Complainant- Sardhakara Badhie

Represented by Haribandhu Badhie

For the Respondent - SDO(Elect.) Rairakhol, TPWODL, Sambalpur.

GRF Case No- BRL/52/2025

(1) Sardhakara Badhie
At-Khairmal
Po-N.Barangamal,
Dist-Sambalpur-768105
Consumer No.- 4164-3201-0147

COMPLAINANT

VRS

(1) SDO(Elect.) Rairakhol, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sardhakara Badhie bearing Consumer No **4164-3201-0147** represented by Haribandhu Badhie under SEED, TPWODL, Sambalpur has stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted consumer history for the period from Apr'2006 to Dec'2024 and w/s in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 1kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties and data submitted from opposite party it is observed that:-

1. Billing from Jan-Feb'2001 to Mar-Apr'2004-Average with 288 units monthly/bi-monthly through meter sl. no.WESCO186306.
2. Actual bill in May-Jun'2004- with reading of 154kwh.
3. A new meter sl. no.8028330 was installed in Nov'2010 and actual bill continued upto Oct-Nov'2015 with FMR =3200kwh in the same meter.
4. PL/Avg. bills continued from Dec-Jan'2016 to Aug-Sep'2021 through meter sl. no. 8028330 continued.
5. During Oct-Nov'2021 another meter was installed with sl. no.WHLO12281 which is continuing till Dec'2024 with FMR=2401 on 15.01.2025.
So, IMR=110 on 18.12.2021
FMR=478 on 16.06.2022
⇒ 06 months = (478-110)/6=61.33 or say 61 units

ORDER

After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows:

1. The Opposite Party is directed to revise the bill for the period from Sep-Oct'2019 to Oct-Nov'2021 may be revised by taking actual average consumption of 61 units/month as per clause no.155 of OERC Distribution (Conditions of Supply) Code,2019.
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 adjustments 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.
4. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.


(B. Mahapatra)

(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -** (1) Sardhakara Badhie, At-Khairmal, Po-N. Barangamal, Dist-Sambalpur-768105.
(2) Sub-Divisional Officer (Elect.) Rairakhol, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is either by this order or 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/52/2025)