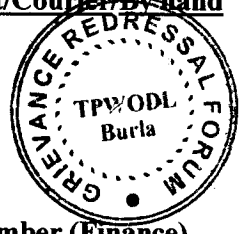


**Grievance Redressal Forum
TPWODL, BURLA**

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)/

79 (4)

Date: 28/02/2025

Present:

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

1	Case No.	BRL/75/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Pradeep Mahana At-Chauldhipu , Po-Rengali Dist-Sambalpur	4163-3512-0623	9937763475	
3	Respondent/s	SDO(Elect),Rengali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	17.02.2025			
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	17.02.2025			
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: SDO Office, Rengali

Appeared

For the Complainant- Pradeep Mahana

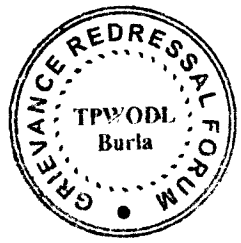
For the Respondent - SDO(Electrical),Rengali, TPWODL.

GRF Case No- BRL/75/2025

Pradeep Mahana
At-Chauldhipu , Po-Rengali
Dist-Sambalpur,
Consumer No-4163-3512-0623

VRS

SDO(Electrical),Rengali, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Pradeep Mahana has appeared in the hearing on Dt. 17.02.2025 at the camp held at SDO Office, Rengali and submitted a written complaint wherein he has complained about billing dispute & has request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents in this case.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 1KW with date of initial power supply on Dt.11.12.2009. It is further observed that: -

1. Bill served from Jan-2010 to July-2013 through Meter No 348581 with IMR=0 on 11.12.2009 and FMR=1605 on 16.09.2011.
2. Provisional bills served from Sept 2011 to July-2013 with 127 units/month and various other units like 133,146 etc.
3. In Aug-2013 a new Meter bearing SL No 8159870 has been installed.
4. Provisional bills served from Dec-2022 to April-2024 with various units.
5. Meter No TWB634970 is installed during May-2024 and continuing till data and actual bill served from May-2024 to Jan-2025.

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 provisional bills from Sept-2011 to July-2013 by taking the average of six months consumption recorded in meter SL No 8159870 installed in Aug-2013 and provisional bill from Dec-2022 to April-2024 may be revised by taking average of six month consumption recorded in meter SL No TWB634970 installed in May-2024, 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 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.

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.

B. Mahapatra
28/02/25
B. Mahapatra
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Pradeep Mahana, At-Chauldhipu, Po-Rengali, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rengali, 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 aggrieved either by this order or due to non-implementation of the 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/75/2025)

