

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/BNED/ (Final Order)/ 89 (4)

Date: 28/02/2025

Present:

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

1	Case No.	BRL/92/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nrupamani Ping At-Bandipahad, Po-Lakhanpur, Dist-Jharsuguda-768219		4172-1205-1636	9777698405
3	Respondent/s	S.D.O (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	20.02.2025			
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	20.02.2025			
9	Date of Order	28/02/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Appeared

For the Complainant- Nrupamani Ping
Represented by Kshyamasila Ping

For the Respondent - SDO(Elect.) Belpahar, TPWODL, Brajrajnagar



GRF Case No- BRL/92/2025

(1) Nrupamani Ping
At-Bandipahad,
Po-Lakhanpur,
Dist-Jharsuguda-768219
Consumer No.- 4172-1205-1636

COMPLAINANT

VRS

(1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Nrupamani Ping bearing Consumer No **4172-1205-1636** represented by Kshyamasila Ping under BNED, TPWODL, Brajrajnagar has stated about the monthly bills are very high after installation of the new meter in 08/2023. Average bills were also served to him with very high amount when the meter was defective.

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

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 (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 0.15kw with initial date of p/s 17.03.2010 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, it is observed that Actual/Avg./PL bills were served to the complainant for the period from May'2010 to Jul'2012 with IMR as "0" on 17.03.2010 and FMR as "6819" kwh on Mar'2020 @ 57 units/month.

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 by spread over the kwh readings of "6819" from the date of p/s (17.03.2010) to Jul'2016 in reference to meter Sl No 5247253 as per clause no.155 of OERC Distribution (Conditions of Supply) Code,2019.*
- 2. The Opposite Party is directed to revise the bill by spread over the kwh readings of "1344" for the period from Sep'2021 to Mar'2022 in reference to meter Sl No LW528381 as per clause no.155 of OERC Distribution (Conditions of Supply) Code,2019.*
- 3. 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.*
- 4. 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.*

President

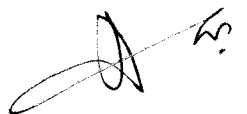
Grievance Redressal Forum
TPWODL, Belpahar

5. **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) 28/02/25.

(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) Nrupamani Ping, At-Bandipahad, Po-Lakhanpur, Dist-Jharsuguda-768219.
(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, Brajrajnagar.
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved 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) 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/92/2025)