

**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)/ 38 (4)

Date: 31/01/25

Present:

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

1	Case No.	BRL/11/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bijila Tirki C/O-Suresh Tirki At-Gayapali, Tilebani, Po-Dholpada, Ps-Reamal Dist-Deogarh		4141-1529-0925	8658135251
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.01.2025			
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	16.01.2025			
9	Date of Order	31/01/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- Bijila Tirki

Represented by Suresh Tirki

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

GRF Case No- BRL/11/2025

Bijila Tirki

C/O- Suresh Tirki

At-Gayapali, Tilebani, Po-Dholpada,

Ps-Reamal

Dist-Deogarh

Consumer No-4141-1529-0925

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Suresh Tirki on behalf of Bijila Tirki has appeared in the hearing on Dt. 16.01.2025 at the camp held at SDO Office, DED, Deogarh and submitted a written complaint wherein he has raised objection about abnormal energy bills raised previously but could not emphatically submitted the period of billing dispute as averred Hence, the complainant prayed before the Forum to redress his grievances in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Oct-2009 to Nov-2024, a PVR carried out on 19.01.24 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the power supply given to consumer premises on 15.09.2009 with meter no '802929' under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to Feb-2019 on meter no '802929', but it can be observed that the meter reader punched CMR as '6136', so abnormal high 4336 unit billed that during the billing month of Jul-Aug-2015 & Rs.22110.46 charged to consumer account. In the billing month of March-2019 the meter reader punched CMR as '3', (Less from previous meter reading i.e 8238 on Feb-2019), which effect total unit round up and 1765 units billed in March-2019 & Rs.10014.92 charged to consumer.
3. The meter no 'LW164117' was installed on 06.06.2019 with IMR=1 and then onwards the electricity bill served to consumer on actual basis.
4. The opposite party further observed that revision may be done by "Recast of reding" from Jan-2010 to Feb-2019 recorded in meter SI No "802929" & the abnormal billing from March-2019 to May-2019 may be revised by taking actual monthly average consumption recorded in meter SI No "LW164117".

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 4141-1529-0925, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Being a domestic supply with initial power supply effected on 15.09.2009 having CD-0.11KW and initial Meter No-'802929' installed as per FG records (Licensee soft records).

2. It was observed that intermittent provisional bills were raised from Oct-2009 to Feb-2015. Feb-2015 bill raised on actual basis considering CMR-1800KWh. Subsequently, provisional bills were charged from March-2015 to June-2015. Thereafter, Aug-2015 bimonthly bill was charged on actual basis with abnormal bill of '4336' units considering IMR-1800 KWh and CMR -'6366' recorded for the month, thereby charging Rs.22110.46/- erratically.
3. It was observed that meter readings were advanced thereafter up to '8238' KWh as recorded up to Feb-2019. Subsequently a new meter SI No 'LW164117' was installed on 05.06.2019 and actual bills were charged thereafter till last billing.
4. It was pointed out that monthly average consumption from Aug-2015 to Oct-2019 found to be @86.42 units/month and yearly average consumption recorded in Meter No-'LW164117' found to be @25 units/month.

Considering the observations made out above, the accumulated units so charged in a single month in Aug-2015 are to be recasted/spreaded over on monthly average basis from the date/month of installation of Meter No'802929'. Again the abnormal bill of '1765' units charged in March-2019 on actual basis, although the current of CMR-000003 KWh recorded in Meter No-'802929, has to be revised as per new meter average consumption recorded bearing Meter SI No 'LW164117"

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 bills charged from Sept/Oct-2009 billing to July/Aug-2015 billing on the basis of monthly average consumption to be derived by recasting the accumulate units of KWh '6136' as recorded in Aug-2015 billing in the meter bearing SI No- "802929", 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 revise the energy bill so charged in March-2019, on the basis of succeeding six months actual monthly average consumption recorded in mete SI No- 'LW164117', from the date/month of installation of the same.
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 adjustment 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.

The opposite party is directed to submit the compliance report to this Forum within one month from the date issue of this order.

Accordingly, the case is disposed of.

B.Mahapatra

(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017
Final Order(GRF Case No. BRL/10/2025)

(S.Tripathy)

Member (Finance)

Member

Grievance Redressal Forum

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A.K. Satapathy

(President)

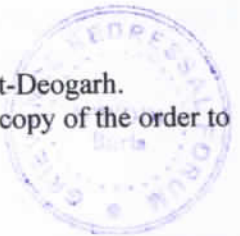
President

Grievance Redressal Forum

TPWODL, Burla - 768017


Copy to: -

1. Bijila Tirki, C/O-Suresh Tirki, At-Gayapali, Tilebani, Po-Dholpada, Ps-Reamal, 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 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/11/2025)


President
Grievance Redressal Forum
TPWODL, Burla - 768017