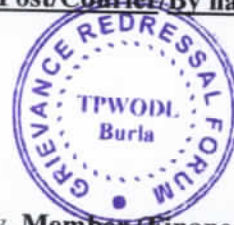


Grievance Redressal Forum

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 B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 47 (4)

Date: 31/01/2025

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

1	Case No.	BRL/12/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Purna Ch Sahu C/O-Sanjay Sahu At-Bijanali, Tilebani, Po-Dholpada, Ps-Reamal Dist-Deogarh-768121		4141-1529-0896	7684055661 7777999403																																
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-	<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	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- Purna Ch Sahu
Represented by Sanjay Sahu

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

GRF Case No- BRL/12/2025

Purna Ch Sahu
C/O- Sanjay Sahu
At-Bijanali, Tilebani, Po-Dholpada,
Ps-Reamal
Dist-Deogarh
Consumer No-4141-1529-0896

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Sri Sanjay Sahu on behalf of Sri Purna Ch Sahu 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 bill charged in Feb-2016. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Oct-2009 to Dec-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 supply given to consumer premises on 15.09.2009 with meter no '796688' under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to Jun-2018 on meter no '796688', but it can be observed that during the billing month Jan-Feb-2016 the meter reader punched CMR as '89', (Less from previous meter reading i.e '1340' on Feb-2015), which effect total unit rounded up and '8749' units billed in Jan-Feb-2016 & Rs.44164.98 charged to consumer account.
3. The average bill served to consumer from Jul-2018 to Jul-2019
4. The Meter No 'LW3173364' was installed on 17.08.2019 with IMR=1 and then the electricity bill served to consumer on actual basis.
5. The opposite party further observed that abnormal & average billing from Jan-2016 to Feb-2016 & average billing from Jul-2018 to July-2019 may be revised by taking actual monthly average consumption recorded in meter no 'LW3173364'.

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 4141-1529-0896, having CD-0.11KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 15.09.2009 through meter SL No '796688' On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The first energy bill was raised in Oct-2009 on provisional basis and actual bills were charged thereafter till Feb-2015 up to the correct meter reading of KWh-'1340' except some intermittent provisional bills charged in between.
2. Subsequently, provisional bills were charged from March-2015 to Dec-2015 @64 units on bi-monthly basis.
3. Jan/Feb-2015 bi-monthly bills was charged on actual basis with '8749' units, considering the current meter reading of KWh-'89' as round completed, thereby charging abnormal bill of Rs.44,164.98/- for the month.
4. Thereafter, actual bills continued up to June-2018 billing with advanced meter reading of KWh-'561' as recorded for the month. Subsequently, average bills were charged from July-2018 to July-2019 @56 units on bi-monthly basis.
5. It was observed from record that a new meter SI No-'LW317364' was installed in the premises on 16.08.2019, and actual bills have been continuing since then.
6. The consumption history of old meter and the new meter indicated that both the meters consumption is symmetrical with each other, except the abnormal consumption so recorded in Feb-2016 in particular.
7. The current status at the existing meter (meter SI No-'LW317364') could not be established in the absence of latest Physical Verification Report.
8. The arrear outstanding as on Dec-001 billing stood at Rs.35564.33/-

Hence, from the above mentioned facts, statements available on record, the Forum construed that the energy bill so charged in Jan/Feb-2016 is illegitimately charged on higher side which is not in line with consumption history in both old and new meter and therefore, is required to be revised as per the actual monthly average consumption recorded in the existing meter bearing SI No-'LW317364'. Again, the average bill charged from July-2018 to July-2019 are also to be revised accordingly to extend fair & reasonable justice to the complainant.

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 energy bills charged from March-2015 to Feb-2016 on the basis of succeeding twelve months actual monthly average consumption recorded in meter SI No- 'LW317364', from the date/month of installation of the same meter, 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 average bills charged from July-2018 to July-2019 on the basis of actual monthly average consumption so derived in Part-I of the above order.*
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.

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
(Co-Opted Member)
Co-opted Member


(S. Tripathy)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:-
1. Purna Ch Sahu, C/O-Sanjay Sahu, At-Bijanali, 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/12/2025)