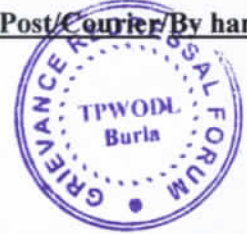


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 46 ch

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/13/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Saroj Ku Pradhan At-Dimiriposhi, Po-Kantapali Dist-Deogarh-768108		4140-0103-2008	9937409403
3	Respondent/s	E.E(Elect),DED,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	31/01/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, DED, Deogarh

appeared

**For the Complainant-** Saroj Ku Pradhan

**For the Respondent -** E.E(Elect),DED,Deogarh, TPWODL.



**GRF Case No- BRL/13/2025**

Saroj Ku Pradhan  
At-Dimiriposhi, Po-Kantapali,  
Dist-Deogarh  
Consumer No-4140-0103-2008

**VRS**

E.E(Elect),DED,Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Saroj Ku Pradhan 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 and erratic bills raised previously up to April-2024 which has resulted in accumulation of unjustified arrear amount levied and to which the complainant is unable to pay. In this contest, the complainant submitted that a new meter was installed in the premises on 17.04.2024 & prayed before the Forum to direct the opposite party to redress his grievances by revising the earlier erratic bills accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party could not submit any relevant documents except billing abstract from Aug-2019 to Nov-2024 in this case.

**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 4140-0103-2008, having CD-2.24KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Barkote. On scrutinizing the records in detail, the Forum observed the following facts which are enunciated here under that,

1. the initial power supply was effected to the complainant on 28.08.2019 without any initial meter installed.
2. Average bills were raised from Aug-2019 to Oct-2022 and then provisional bills charged from Nov-2022 to Feb-2024. However, provisional bills were not auto adjusted in subsequent bills.
3. A new smart meter SI No '10034037' was subsequently installed in the premises on 17.04.2024 as per FG records and actual bills were raised thereafter.
4. It was observed that the current arrear outstanding as Dec-2024 stood at Rs.22550.15/- and an amount of Rs.1012.55/- was credited back to the consumer account during Feb-2023 citing the reason that high units billed during TPWODL period was reversed but the reason for such reversal could not be submitted by opposite party.
5. It was revealed that since no meter was installed previously to record the consumption, such provisional/average bills continued to charge from Aug-2019 to Feb-2024 which could have been avoided, if timely meter installation were effected.

Considering the observation made out in the instant case, the Forum construed that, since the average/provisional billings were rectified upon installation of a new smart meter and actual bills continued to charge from March-2024 onwards, such provisional/average bills raised up to and including two years prior to Feb-2024 are to be revised as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019.

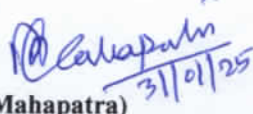
### ORDER

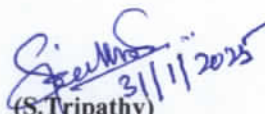
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019.


1. *The Opposite Party is directed to revise the energy bills raised to the complainant from March-2022 to Feb-2024 (as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019), on the basis of succeeding six months actual monthly Average consumption recorded in the existing meter Sl No- "10034037", 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 adjustment 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  
(Co-Opted Member)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(S. Tripathy)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
A.K. Satapathy  
(President)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:
1. Saroj Ku Pradhan, At-Dimiriposhi, Po-Kantapali, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/13/2025)