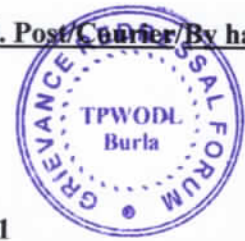


Grievance Redressal Forum

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)/ 50 (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/18/2025																																			
2	Complainant/s	Name & Address Pitambar Kuanr At-Bijanali, Tilebani, Po-Dholpada, Dist-Deogarh-768121		Consumer No 4141-1504-0303	Contact No. 9668102633 9124029881																																
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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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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																																			

Appeared

For the Complainant- Pitambar Kuanr

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



GRF Case No- BRL/18/2025

Pitambar Kuanr
At-Bijanali, Tilebani, Po-Dholpada,
Dist-Deogarh
Consumer No-4141-1504-0303

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Pitambar Kuanr 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 inflated arrear bills accumulated due to abnormal & erratic energy bill charged previously. Hence, the complainant prayed before the Forum to resolve the billing anomalies in an efficacious manner.

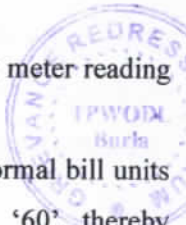
SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Aug-2008 to Dec-2024, a PVR carried out on 19.01.25 & 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 06.07.2008 with meter no '6678641' under 'Domestic' category with CD-0.50 KW.
2. Actual bill served to consumer up to Oct-2015 on meter no 6678641, but it can be observed that during the billing month Jan-Feb-2016 the meter reader punched CMR as '60' , (Less from previous meter reading i.e '3610' on Oct-2015), which effect total unit rounded up and '6450' units billed in Jan-Feb-2016 & Rs.35540.40 charged to consumer ledger.
3. The average bill served to consumer from March-2016 to Oct-2018. The bill from April-2016 to Aug-2018 already been revised at this end on Dt.29.03.2024 and amount of Rs.5356.29 withdrawn & reflected in consumer ledger.
4. The Meter No 'LW046470' was installed on 30.10.2018 with IMR=1 and then the electricity bill served to consumer on actual basis up to Dec-2022.
5. The average bill served to consumer from Jan-2023 to July-2023.
6. A new meter no 'TWSP51004130' was installed on 29.08.2023 with IMR=0 and the onwards electricity served to consumer actual basis.
7. The opposite party further observed that abnormal billing from Nov-2015 to Feb-2016 & average billing from Jan-2023 to July-2023 may be revised by taking actual monthly average consumption recorded in meter no 'TWSP51004130'.

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 4141-1504-0303, having CD-0.5KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 06.07.2008 through meter SL No '6678641'. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 
1. The complainant could not emphatically submits period of abnormal bills charged.
 2. That, while evaluating the consumption detail from ledger abstract, it was revealed that meter reading of above meter were advanced up to KWh-'3610' as recorded in Oct-2015 billing.
 3. That, subsequently, Jan/Feb-2016 bimonthly billing was raised on actual basis with abnormal bill units of '6450' charged for the month, albeit the current reading was recorded as KWh '60', thereby considering the current reading as once rounded.
 4. Thereafter, average bills were charged from March/April-2016 to Oct-2018 @82/59 units on bimonthly basis.
 5. Its was observed that a new meter 'LW046470' was installed subsequently on 29.10.2018 and intermittent provisional & actual bill were raised up to Dec-2022. But, again average bill were charged from Jan-2023 to July-2023.
 6. That, a new meter SL No-'TWSP51004130' was later installed on 29.08.2023, replacing the old meter SI No-'LW046470' as being defective having no display.
 7. That, actual bills have been continuing since Aug-2023 billing onwards, considering the consumption recorded in existing meter SI No -'TWSP51004130' and the current arrear outstanding as on Dec-2024 stood at Rs.41023.79/-
 8. That, on scrutinizing the billing history, it was revealed that the abnormal bills charged in Jan/Feb-2016 billing has not been revised by opposite party which led to substantial accumulation of arrear to the tune of Rs.35753/- in a single month.
 9. That, average bill charged thereafter from March/April-2016 to Aug-2018 have already been revised by the opposite party and Rs.1921.40/- was credited back to the complainant's account, effected on 29.03.2024.
 10. That, energy bill raised from Sept/oct-2018 to Nov/2022 were also revised by the opposite party giving credit of Rs.5356.29/- back to the complainant's account, effected in Nov-2022.

Hence, considering the facts made out in the above observations, the Forum noticed that the remaining period i.e., Jan/Feb-2016 bill charged abnormally without any legitimate reasons, has not been addressed by the opposite party. Again, the average bill so charged from Jan-2023 to July-2023 are to be revised accordingly. Therefore, the Forum construed that the Jan/Feb-2016 bimonthly bill and the bills so charged from Jan-2023 to July-2023 are to be revised accordingly on the basis of actual monthly average consumption recorded in subsequent meter no-'TWSP51004130'.

ORDER

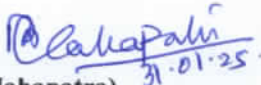
After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows.


1. *The Opposite Party is directed to revise the bills charged from Nov-2015 to Feb-2016 & the period from Jan-2023 to July-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter SI No- 'TWSP51004130', 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
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

- Copy to:-
1. Pitambar Kuanr, At-Bijanali, Tilebani, Po-Dholpada, 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/18/2025)