



**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)/ 2204

Date: 31/05/2025

Present:

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

1	Case No.	BRL/184/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Thuburu Patchi C/O-Shantilata Patchi (Daughter in law) At-Chilantikhol, Po-Parposi, Ps-Laimura Dist-Deogarh-768109		4141-1589-0146	7735895943																																
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	15.04.2025																																			
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																																				
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																					
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8	Date(s) of Hearing	15.04.2025																																			
9	Date of Order	31/05/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Thuburu Patchi
Represented by Shantilata Patchi

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

GRF Case No- BRL/184/2025

Thuburu Patchi
C/O-Shantilata Patchi (Daughter in Law)
At-Chilantikhol, Po-Parposi,
Ps-Laimura
Dist-Deogarh
Consumer No-4141-1589-0146

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Shantilata Patchi, Daughter in law of late Thuburu Patchi (Consumer) appeared in the hearing on Dt. 15.04.2025 at the camp held at ESO Office, Tileibani & filed the petition wherein she has raised objection about abnormal bills raised which has led to accumulation of huge arrear bills. Hence, the complainant prayed before the Forum to resolve the billing dispute in an efficacious manner. However, the complainant did not emphatically mention the periods of dispute in the petition filed.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2011 to March-2025, a Physical Verification Report carried out on 28.04.25 & 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 28.05.2012 with meter no "812610" under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to Jan-2023 on meter no "812610".
3. It can be observed that during the billing month of Jun/July-2019 the meter reader punched CMR as "0" (less from previous meter reading i.e. 1181 on Jun/July-2018), which effect total unit rounded up and '8819' units billed in Jun/July-2019 & Rs.46599.03 charged to consumer account.
4. The provisional/average bill served to consumer from Feb-2023 to Oct-2024.
5. The Meter No "TWST1781560" was installed on Dt.04.11.2024 with IMR=0 and then the electricity bill served to consumer on actual basis.
6. The opposite party suggested that bill revision will be done on the basis of "Recast of reading" from Aug-2018 to Nov-2019 recorded in meter no "812610" & the average billing from Feb-2023 to Oct-2024 may be revised by taking six-month average consumption recorded in new meter no "TWST1781560".



OBSERVATION

The case is pursued 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 4141-1589-0146, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 28.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The ledger abstract revealed that actual bill was charged during July-2018 considering the current reading of KWh- '1181', recorded in meter no "812610". Thereafter provisional bills were raised till May-2019. June-2019 bill was charged on actual basis with '8819' units considering the consumption as once rounded in the meter, even though no current reading was submitted for billing, thereby charging Rs.46599.03/- for the month. Subsequently, Nov-2019 bill was raised on actual basis, taking into account the initial reading of KWh-'1181' & the current reading of KWh-'1190'.
2. It was observed that, actual bills were raised to the complainant there after till Jan-2023 with recorded reading of KWh-'1248'. It was noticed that provisional & average bills were raised afterwards from Feb-2023 to Oct-2024. The ledger abstract indicated that a new meter bearing sl no "TWST1781650" was installed in the premises on 04.11.2024. The Physical Verification Report Dt. 28.04.25 revealed that the afore mentioned meter has been in running condition with advanced reading recorded as KWh-'000069'.

After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the abnormal bill units raised particularly in July-2019 is to be revised as per actual meter reading recorded in meter no "812610". Further, the provisional & average bills so charged from Feb-2023 to Oct-2024 are also to be revised on the basis of consumption recorded in subsequent meter no "TWST1781650"

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 Aug-2018 to Nov-2019 on the basis of actual monthly average consumption recorded in meter no "812610", to be derived by considering initial meter reading as KWh-'1181' as on Sept-2018 & final meter reading as KWh-'1190' as on Nov-2019, 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 bills charged from Feb-2023 to Oct-2024 on the basis of succeeding six months actual monthly average consumption recorded in meter no "TWST1781650" as per regulation-155 of OERC Distribution (Conditions of Supply), Code,2019, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
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.


S. Tripathy
Member (Finance)

Member

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Thuburu Patchi, C/O-Shantilata Patchi (Daughter in Law), At-Chilantikhoh, Po-Parposi, Ps-Laimura, 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 aggrieved by this order of the Grievance Redressal Forum, 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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/184/2025)