

**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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 322^{CH}

Date: 30.07.2025

Present:

Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/282/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kalia Sahu C/O-Sriram Sahu At-Kenteikoli, Po-Gobiradamsite, Ps-Reamal Dist-Deogarh-768121		4141-1503-0156	8926022031
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	15.07.2025			
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	15.07.2025			
9	Date of Order	30/07/2025			
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- Kalia Sahu
Represented by Sriram Sahu (Son)



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

GRF Case No- BRL/282/2025

Kalia Sahu
C/O-Sriram Sahu
At-Kenteikoli, Po-Gobiradamsite,
Ps-Reamal
Dist-Deogarh
Consumer No-4141-1503-0156

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sriram Sahu on behalf of Kalia Sahu appeared in the hearing on Dt. 15.07.2025 at the camp held at ESO Office, Tileibani. The Complainant filed the petition disputed about provisional energy bills raised from June-2009 to January-2012 & average bills charged from May-2012 to September-2019 against his domestic connection. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party submitted billing abstract from Nov-2001 to May-2025, a Physical Verification Report carried out on 16.07.25 & 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 Dt.13.07.2001 with meter no "AA124506" under 'DOM' category with CD-1 KW.
2. The bill served to consumer on actual basis up to Apr-2012 on meter no "AA124506". It can be observed from billing ledger that the PL bill served to consumer from the month of June-2009 to Jan-2012 not adjusted properly in the billing month of Feb-2012.
3. The provisional/average bill served to consumer from May-2012 to Sept-2019.
4. The Meter No "LW417833" was installed on Dt.20.10.2019 with IMR=1 (FG) and then onwards electricity bill served to consumer on actual basis upto Sept-2024.
5. Then meter no "TWST1772410" was installed on 26.10.2024 with IMR=0 (FG) and then onwards electricity bill served to consumer on actual basis.
6. The opposite party suggested that bill the bill revision will done on the basis of 'recast of reading' from the month of June-2009 to Feb-2012 & the average billing from Nov-2017 to Sept-2019 may be revised by taking actual monthly average consumption recorded in new meter no "LW417833".

OBSERVATION

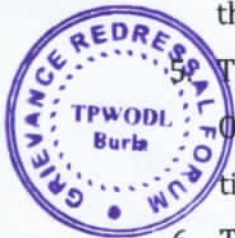
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1503-0156, having CD-1KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 13.07.2001. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the records that May-2009 bill was charged on actual basis, considering current reading of KWH"004955" recorded in meter No" AA124506". Thereafter, provisional bills were charged from June-2009 to January-2012@ 51 units on monthly basis.
2. That, February-2012 bill was charged on actual basis, considering the advanced meter reading of KWH"005100", as recorded in above mentioned meter. However, only one month provisional bill was auto adjusted in subsequent billing month, leaving the remaining period un-adjusted.
3. The ledger abstract indicated that provisional/average bills were continuously charged from May-2012 to September-2019 @112 units/144 units/288 units/108 units on bi-monthly basis from time to time.
4. That, a new meter bearing SL. No." LW417833" was installed & updated in billing on 20-Oct-2019, replacing the old meter No" AA124506" and actual bills continued to charge thereafter.
5. That, another new meter SL. No." TWST1772410" was installed in the premises on 26-Oct-2024, replacing the old meter No." LW417833" & actual bills were charged thereafter till last billing.
6. The Physical Verification Report dtd.16.07.2025 indicated that the existing meter bearing SL. No." TWST1772410" has been found in running condition with advanced meter reading recorded as KWH"408.70".

The Forum on scrutinizing the records, reports available on record construed that the provisional bills charged from June-2009 to February-2012 are to be revised on the basis of actual advanced consumption recorded in meter No"AA124506" and average bills charged from October-2017 to September-2019 are to be revised as per regulation 155 of OERC Distribution (Conditions of Supply), Code, 2019, to redress the grievances accordingly.

ORDER

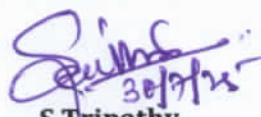
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019



1. The Opposite Party is directed to revise the energy bills charged to the complainant consumer from June-2009 to February-2012, on the basis of actual monthly average consumption recorded in meter No" AA124506", considering initial meter reading as KWH"004955" as on June-2009 billing and final meter reading as KWH"005100" as on February-2012, 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 to the complainant consumer from October-2017 to September-2019, on the basis of succeeding six months actual monthly average consumption recorded in meter No" LW417833", from the date/month of installation of the same, 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


A.K. Satapathy

(President)
President

Copy to: -

1. Kalia Sahu, C/O- Sriram Sahu, At-Kenteikoli, Po-Barghat, Ps-Barghat, 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/282/2025)