

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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 32349

Date: 30.07.2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/283/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhuban Mohan Naik At-Hatisalsahi, Po/Ps-Deogarh, Dist-Deogarh-768119		4141-1413-0373	8763028034
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.07.2025			
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	16.07.2025			
9	Date of Order	30/07/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Bhuban Mohan Naik

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

GRF Case No- BRL/283/2025

Bhuban Mohan Naik
At-Hatisalsahi, Po/Ps-Deogarh,
Dist-Deogarh
Consumer No-4141-1413-0373

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Bhuban Mohan Naik appeared in the hearing on Dt. 16.07.2025 at the camp held at SDO Office, Deogarh. The Complainant filed the petition disputed about abnormal energy bills raised against his domestic connection. However, the complainant could not submit the period and nature of dispute raised. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

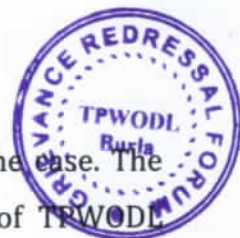
SUBMISSION OF OPPOSITE PARTY

The opposite party submitted billing abstract from June-2005 to June-2025, a Physical Verification Report carried out on 21.07.25 & 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 26.04.2005 with meter no "1947092" under 'DOM' category present CD-2.5 KW.
2. The bill served to consumer on actual basis up to Dec-2007 on meter no "1947092".
3. The average bill served to consumer from Jan-2008 to Oct-2017.
4. The Meter No "WLT067616" was installed on Dt.06.11.2017 with IMR=0 and then onwards electricity bill served to consumer on actual basis upto Oct-2020.
5. The provisional/average bill served to consumer from Nov-2020 to Dec-2020.
6. The Meter No "WLT197865" was installed on Dt.16.01.2021 with IMR=1 and then onwards electricity bill served to consumer on actual basis upto June-2022.
7. The provisional/average bill served to consumer from July-2022 to Dec-2024.
8. The Meter No "TWSP51243402" was installed on Dt.05.02.2025 with IMR=0 (FG) and then onwards electricity bill served to consumer on actual basis.
9. The opposite party suggested that average billing from Nov-2015 to Oct-2017 may be revised by taking actual monthly average consumption recorded in new meter no "WLT067616".



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 4141-1413-0373, having CD-2.50KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected on 26.04.2005. 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 1st energy bill was charged on provisional basis in June-2005 with initial meter No." 1947092" installed at the premises. Actual bills continued to charge upto December-2007, as per advanced consumption recorded in above mentioned meter.
2. That, average bills were raised from January-2008 to December-2009 and then, provisional bills charged from January-2010 to May-2010 & again, from July-2010 to February-2011. Further, average bills were charged continuously from March-2011 to October-2017 on different units from time to time.
3. That, a new meter bearing SL. No." WLT067616" was installed & updated in billing during November-2017, replacing the old meter No"1947092" and actual bills continued to charge upto August-2018. However, provisional bills were again charged from September-2018 to June-2020. July-2020 bill was charged on actual basis considering the advanced consumption recorded in meter No." WLT067616", thereby auto adjusting the entire provisional bills charged from September-2018 to June-2020.
4. That, another new meter SL. No." WLT197865" was installed in the premises on 15-Jan-2021, replacing the old meter No." WLT067616".
5. That, provisional bills were further charged from March-2021 to May-2022, that were auto adjusted subsequently in June-2022 billing.
6. That, again, provisional bills were charged from July-2022 to November-2024. December-2024 bill was again charged on average basis. However, the above provisional & average bills were not adjusted in subsequent billing months.
7. The ledger abstract revealed that another new meter SL. No." TWSP51243402" was installed on 05-Feb-2025 & actual bills continued to charge thereafter till last billing.

The Forum on scrutinizing the records, reports available on record construed that the average bills so charged from November-2015 to October-2017 and provisional bills charged from July-2022 to December-2024 are to be revised as per regulation 155 of OERC Distribution (Conditions of Supply), Code, 2019, to redress the grievances accordingly.


President

Grievance Redressal Forum
TPWODL, Burla - 768017

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 November-2015 to October-2017, on the basis of succeeding six months actual monthly average consumption recorded in meter No "WLT067616", 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.*
2. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from July-2022 to December-2024, on the basis of succeeding six months actual monthly average consumption recorded in meter No "TWSP51243402", 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)


A.K. Satapathy
(President)

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 768017

1. Bhuban Mohan Naik, At: Hatisalsahi, Po/PS/Dist-Deogarh. 768017
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/283/2025)