

**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)/ 300(4)

Date: 28.07.2025

Present:

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

1	Case No.	BRL/287/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jadaba Chandra Pradhan C/O-Binay Ku Pradhan At-Municipality Sahi, Deogarh Dist-Deogarh-768108		4141-1401-2768	9437349606
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	28.07.2025			
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- Jadaba Chandra Pradhan
Represented by Binay Ku Pradhan



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

GRF Case No- BRL/287/2025

Jadaba Chandra Pradhan
C/O- Binay Ku Pradhan
At-Municipality Sahi, Deogarh
Dist-Deogarh
Consumer No-4141-1401-2768

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Binay Ku Pradhan on behalf of Jadaba Chandra Pradhan 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 not submit any relevant except billing abstract from Feb-2001 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, there is actual bill served to consumer with with meter no "WESCO283428" up to Apr-2011 under 'DOM' category with CD-1.00 KW.
2. It can be observed from billing ledger that the provisional bill served to consumer during the billing period from Sep-2002 to Sep-2009 not adjusted properly.
3. The provisional/average bill served to consumer from May-2011 to Jan-2015.
4. The Meter No "317279" was installed on Dt.06.02.2015 with IMR=0 and then the electricity bill served to consumer on actual basis upto Dec-2020.
5. The provisional/average bill served to consumer from Jan-2021 to Dec-2023.
6. There is provisional/average bill ('730 day i.e. '2' years) charged during Jan-2021 to Dec-2023 has already been revised at this end on Dt. 31.05.2025 and an amount of Rs.42028.39 has debited to consumer account.
7. The meter no "TWSP51098169" was installed on 31.01.2024 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
8. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from the month Sep-2002 to Sep-2009.

President

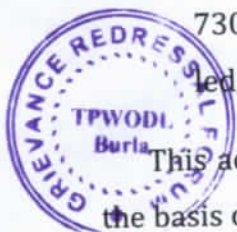
**Grievance Redressal Forum
TPWODL, Burla - 768017**

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 4141-1401-2768, having CD-2.5KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected on 01.01.1990. 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 actual bills were charged to the complainant previously, except some intermittent provisional bills that were not properly adjusted in subsequent billing months, particularly from September-2002 to September-2009, albeit meter readings as recorded in meter No."WESCO283428" were advanced during the above period.
2. That, in the absence of any clarification from the Opposite Party regarding revision of such above provisional/average billing period, the Forum could not ascertain whether any bill revision have been carried out previously or not. However, the ledger abstract revealed that an amount of Rs.900/- & Rs. 12390/- was deducted from the consumer ledger during January-2015 & September-2017 respectively. The Opposite Party is advised to re-examine whether any bill revision carried out earlier pertaining to the period from May-2011 to January-2015 & do the needful action, if not done already.
3. That, another meter No." 317279" that was installed & updated in billing during February-2015, against the old defective meter No."WESCO283428", the advanced meter readings of which were recorded for billing upto December-2020.
4. That, again, Provisional & Average bills continued to charge from January-2021 to December-2023 on different units from time to time.
5. The ledger abstract revealed that a new meter bearing SL. No-" TWSP51098169" was installed in the premises on 31-Jan-2024, replacing the old meter No." 317279" and actual bills continued to charge thereafter till last billing.
6. That, a power theft was detected on 01-Nov-2023 & charged with penal amount of Rs. 89057.00/-, which was finally settled & paid by the complainant accordingly.
7. It was observed from records that Rs. 42028.39/- was debited(added) to the consumer's account on the basis of defective meter assessment carried out by the Opposite Party for 730 days (i.e. 24 months defective period prior to January-2024), effected in consumer ledger on 13-06-2025.

This additional bill raised by the Opposite Party, re-assessing the previous average bills on the basis of subsequent meter actual consumption recorded, is found to be genuinely charged as per regulations in force. However, the Forum construed that energy bills charged from



September-2002 to September-2009 are to be recasted/spread over on actual monthly average basis, considering the readings recorded in meter No."WESCO283428".

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 September-2002 to September-2009 by recasting/spreading over of advanced units on actual monthly average basis as recorded in meter SL. No."WESCO283428", considering initial meter reading of KWH"009398" as on September-2002 and final meter reading of KWH"015922" as on September-2009, 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.


S.Tripathy

Member (Finance)


A.K. Satapathy
(President)

Grievance Redressal Forum

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

1. Jadaba Chandra Pradhan, C/O- Binay Ku Pradhan, At Municipality Sahi, Deogarh 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/287/2025)