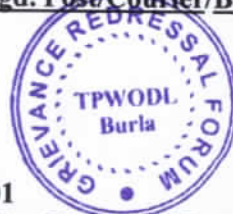


**Grievance Redressal Forum
TPWODL, BURLA**

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.Satpathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 53 (4)

Date: 31/01/2025

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

1	Case No.	BRL/66/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kishor Perua Barihapada, Bagdihi Dist- Jharsuguda		4131-2704-1128	8018618653
3	Respondent/s	SDO(E)-I, JED, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	27.01.2025			
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	27.01.2025			
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- Kishor Perua
Represented by Raju Perua

For the Respondent - SDO(E)-I, JED, Jharsuguda
GRF Case No- BRL/66/2025

Kishor Perua
Barihapada, Bagdihi
Dist- Jharsuguda.
Consumer No.- 4131-2704-1128

VRS

SDO(E)-I, JED, Jharsuguda

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Kishor Perua appeared in the hearing on Dt. 27.01.2025 at the camp held at ESO Office, Bagdihi and submitted a written complaint wherein he has raised objection about to abnormal & excess energy bill charged from Sept-2021 to Dec-2021. Hence, the complainant prayed before the Forum to redress the grievances accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party could not submit any relevant documents in this case, after giving sufficient reasonable time to furnish.

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 4131-2704-1128, having CD-2KW under LT-Domestic category, coming under ESO-Bagdihi & initial power supply effected on 20.05.2010 through meter SL No-'963457'. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. A new meter SL No-'WCG08770' was updated in billing during Dec-2015 billing. However, provisional and average bill were continued from Dec-2015 to Oct-2016.
2. During Nov/Dec-2016 bi-monthly billing, actual bill was charged for the month, considering the advance dreading of KWh-'001303'. Thereafter, actual bills were continued up to June-2019, up to the advanced meter reading of KWh-'003820' recorded in meter SI No-'WCG08770'.
3. Subsequent bill were raised on provisional and actual basis intermittently from July-2019 to June-2021 wherein abnormal bill units of '1800' KWh was charged in the bi-monthly billing of Sept/Oct-2019, considering IMR-'3820' Kwh and CMR-'5620' KWh. It was revealed that provisional bills particularly from March-2020 to June-2021 were charged @31 units/month.
4. The ledger abstract from FG data base (Licensee soft records) revealed that actual bills continued to charge from July-2021 onwards.
5. The FG records indicated that a new meter SI No-'LW254389' was installed on 24.02.2022 and actual bills continued thereafter from Feb-2022 onwards and current outstanding as on Dec-2024 stood at Rs.4375.03/-
6. As per petition filed by the complainant objecting about abnormal bills charged from Sept-2021 to Dec-2021, the Forum observed that actual bills were raised as per the advanced meter readings recorded in meter SL No-'WCG08770' and no such billing anomalies were found. However, considering the excess bill raised in Sept/Oct-2019 as per consumption recorded in the above meter, the opposite party is required to revise the energy bill charged from July-2019 to Dec-2021, by recasting the accumulated units on monthly average basis, as recorded up to Dec-2021 billing.

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 Dec-2015 to Dec-2021 on the basis of recasting/spreading over the total accumulated units of KWh- '7390' as recorded in meter Sl No- 'WCG08770' during Dec-2021 billing, on monthly average basis 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 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)
Co-opted Member


(S. Tripathy)

Member (Finance)
Member


(A.K. Satpathy)

President
President

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

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Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Kishor Perua, Barihapada, Bagdihi, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order 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) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, www.orienc.org under the "head "Cases->"GRF".