

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/SED/ (Final Order)/ 136 CY

Date: 28/03/2025

Present:

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

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|---|--|--|------------|----------------|---|---|---|--|---|---|---|---|---|---|---|--|---|------------------|---|-------------|---|-------------------|---|------------------------------|---|---------------------------------|---|---|---|------------------------------------|---|--------------------------|---|-------------------------|--|--|--|
| 1 | Case No. | BRL/68/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Subal Kumbhar At-IR Colony, Po-Burla Dist-Sambalpur-768017 | | 4113-3309-0172 | 7326089671 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | S.D.O (Elect), Burla | | | Division S.E.D, TPWODL, Sambalpur | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 01.02.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 11.02.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 28/03/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | ✓ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



Appeared

For the Complainant- Subal Kumbhar

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

GRF Case No- BRL/68/2025

Subal Kumbhar

At-IR Colony, Po-Burla

Dist-Sambalpur

Consumer No-4113-3309-0172

VRS

SDO(Electrical), Burla, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Subal Kumbhar appeared in the hearing on Dt. 11.02.2025 at GRF Office, Burla and submitted a written complaint wherein he has raised objection about abnormal energy bills for eighteen months was charged erroneously during Dec-2024. In this contest the complainant submitted a copy of application made before the SDO (Elect), Burla on Dt. 16.01.2025, requesting for revision of bills charged from March-2022 to Aug-2023. Since no action has been taken by the opposite party till date, finding no other alternative, the complainant prayed before the Forum to resolve the billing dispute in an efficacious manner.

The case was admitted and notice was issued to appear before the Forum on 11.02.2025 wherein the complainant appeared before the Forum & the Opposite Party represented by Sri Bijay Ku Mahana appeared before the Forum.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the billing abstract from April-2018 to Dec-2024, a copy of bill revision statement, a Physical verification report carried out on Dt.12.02.2025, the copy of meter photo & the copy of meter testing report Dt.03.03.2025 in this case. In reply to this case the opposite party submitted that on verification to the case it was pointed out that the earlier provisional/average bills charged from March-2022 to Aug-2023 were revised as per the consumption recorded from Sept-2023 to March-2024 in the new meter installed bearing SL No- "TWSP51048622", that was installed during Sept-2023 & Rs.45682/- was added (debited) during Dec-2024 billing. The Opposite Party also submitted that on physical verification to the case the existing meter bearing SL No- "TWSP51048622" has been found in running condition with meter status found OK.

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 4113-3309-0172, having CD-2KW under LT-Domestic category, coming under ESO-Burla-I & 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, as per the objection raised by the complainant provisional bills were continuously raised from March-2022 to July-2023. A new smart meter bearing SI No - "TWSP51048622" was installed on 25.09.2023 and updated in billing during Aug-2023. Thereafter, actual bills were raised since Aug-2023 onwards.

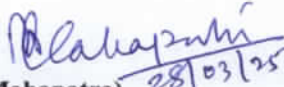
It was observed that a bill revision was carried out by the Opposite Party for the period from March-2022 to Aug-2023 for the defective period assessment, considering the monthly average consumption recorded in the subsequent new smart meter installed & Rs.45682/- was added (debited) during Dec-2024 billing. The Forum observed that the above period revision has been done in accordance with Regulation-157 of OERC Distribution (Conditions of Supply), Code,2019 & found to be legitimately charged.

On detail deliberation to the case the complainant reiterated about abnormal excess bill raised particularly after installation of smart meter. The Opposite party was asked accordingly to check the accuracy of the existing smart meter bearing SI No-"TWSP51048622", to ascertain the correctness of the same. The meter test report Dt.03.03.2025 indicated that the same meter was found OK with meter accuracy class within permissible limit. Hence, the same report clarified the accuracy level as "Normal" as against the objection pointed out by the complainant in the instant case.


On scrutinizing the records, reports in detail, the Forum construed that the additional bill of Rs.45682/- so charged during Dec-2024, revising the previous provisional/average bills raised from March-2022 to Aug-2023, were found to be genuinely charged in obedience to necessary regulations framed. Again, regarding the accuracy of the smart meter, the Forum clarified the facts that the existing meter bearing SI No-"TWSP51048622" has been tested & found "OK" with meter accuracy class within permissible limit. It is pertinent to mention here that in the event of any difference/dispute regarding the accuracy of the meter, the same may be referred to the concerned Electrical Inspector from either of the parties, whose decision shall be final and binding as per Regulation 108 (Vii) of OERC Distribution (Conditions of Supply) Code,2019.

Hence, the instant case petition is hereby dismissed.

Accordingly, the case is disposed of.


B. Mahapatra
(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(S. Tripathy)
Member (Finance)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Subal Kumbhar, At-IR Colony, Po-Burla, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Burla, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
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/68/2025)

