

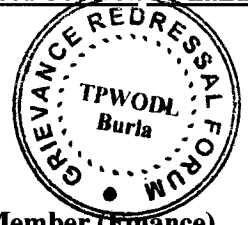
Grievance Redressal Forum

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/BNED/ (Final Order)/ 107(4)

Date: 26/03/2025

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

1	Case No.	BRL/116/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Samaru Rout At/Po-Rengali Dist-Jharsuguda Pin-768226	4172-1302-4137		
3	Respondent/s	S.D.O (Elect), Belpahar		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	13.03.2025			
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	13.03.2025			
9	Date of Order	26/03/2025			
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: ESO Office, Panchagaon

Appeared

For the Complainant- Samaru Rout

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

GRF Case No- BRL/116/2025

Samaru Rout

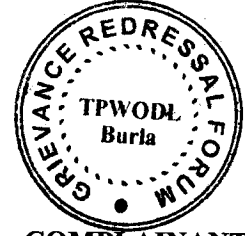
At/Po-Rengali

Dist-Jharsuguda

Consumer No-4172-1302-4137

VRS

SDO(Electrical), Belpahar, TPWODL.



OPPOSITE PARTY

GIST OF THE CASE

Sri Samaru Rout appeared in the hearing on Dt. 13.03.2025 at the camp held at ESO Office, Panchgaon and submitted a written complaint wherein he has raised objection about high energy bill charged in Feb-2016. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the billing history from April-2018 to Feb-2025 & a copy of Physical Verification Report (PVR) carried out on Dt.06.03.2025 in this case.

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 4172-1302-4137, having CD-0.15KW under LT-Domestic category, coming under ESO-Panchgaon & initial power supply effected on 22.09.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Provisional bills charged initially from Nov-2012 to April-2014 were auto adjusted in subsequent billing in June-2014 as per actual meter reading recorded in meter No-"5242953".
2. Actual bills were raised from June-2014 to Feb-2015 and then provisional bills charged from March-2015 to Dec-2015 @186 units/bimonthly basis.
3. Jan/Feb-2016 bill charged abnormally with "8801" units, even though current meter reading recorded as KWh-"112", thereby considering the meter consumption as once rounded in meter No-"5242953". However, provisional bill so charged from March-2015 to Dec-2015 were automatically adjusted fully in subsequent billing in Jan/Feb-2016.
4. Then, provisional/average bills were again raised from March/April-2016 to Aug-2019 @ 186 units on bimonthly basis.
5. A new meter No "LW175244" was installed and updated in Sept/Oct-2019 and actual bill units were charged till Aug-2022 upto the reading of KWh- '2848' but previous provisional/average bills raised from April-2016 to Aug-2019 were not adjusted in subsequent months. Again, Sept/Oct-2022 bill was charged on average basis. Subsequently, a new meter No -"TPWODL1121107" was again installed on 20.12.2022 and actual bills have been continuing since Feb-2023 billing onwards.

Hence, from the above mentioned facts and circumstances, the Forum inferred that the Jan/Feb-2016 bill was charged exorbitantly with '8801' units in a single month, considering the current month meter reading of KWh-'112' as once rounded from the previous meter reading of KWh-'1311' as on Feb-2015 billing (recorded in meter SI No-"5242953") and there were no advancement of meter reading recorded from the current reading of KWh-'000112' (as in Jan/Feb-2016) afterwards. Since, the said meter was subsequently declared as defective

the Forum construed that the energy bill so charged in Jan/Feb-2016 was erroneously raised, that ought to be revised on the basis of monthly average consumption recorded in subsequent meter SI No "LW175244". It was noticed that the Opposite Party failed to submit any replay & report to substantiate their views to the case.

Again, the provisional and average bills charged from March/April-2016 till Aug-2019 are to be revised on the basis of succeeding six months actual monthly average consumption so recorded in subsequent meter SI No- "LW175244" but the period of bill revision are to be restricted & limited to two years prior to installation of the above-mentioned meter as per Regulation-155 of OERC Distribution (Conditions of Supply), Code, 2019.

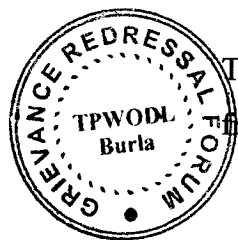
ORDER

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 in Jan/Feb-2016 on the basis of succeeding six months actual monthly average consumption as recorded in meter SI No- "LW175244", 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 from Sept-2017 to Aug-2019 (as per Regulation-155 of OERC Distribution (Conditions of Supply), Code, 2019) on the basis of monthly average consumption so derived in Part-I of the above order, 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



B. Mahapatra
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

S. Tripathy
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Samaru Rout, At/Po-Rengali, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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/116/2025)