

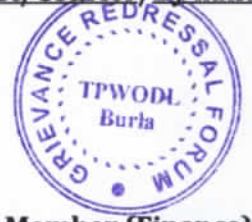
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Grievance Redressal Forum
TPWODL, BURLA

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)/ 181 (4)

Date: 29/04/25

Present:

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

1	Case No.	BRL/125/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Alfred Tappo Representative of Late Umaballon Tappo (Consumer) At-Bhati Road, Po-Rampur Coalaroy, Dist-Jharsuguda-768225		4171-0103-0153	9439651971																																
3	Respondent/s	S.D.O (Elect), Brajarajnagar			Division B.N.E.D, TPWODL, Brajarajnagar																																
4	Date of Application	20.03.2025																																			
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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8	Date(s) of Hearing	20.03.2025																																			
9	Date of Order	29/04/25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: SDO Office, Brajarajnagar

Appeared

For the Complainant- Alfred Tappo
Representative of Late Umaballon Tappo (Consumer)



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

GRF Case No- BRL/125/2025

Alfred Tappo
S/o Late Umaballon Tappo
At-Bhati Road, Po-Rampur Coalaroy
Dist-Jharsuguda
Consumer No-4171-0103-0153

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Brajarajnagar, TPWODL.

GIST OF THE CASE

Sri Alfred Tappo S/o Late Umaballon Tappo (consumer) appeared in the hearing on Dt. 20.03.2025 at the camp held at SDO Office, Brajarajnagar and submitted a written complaint wherein the complainant has that "I have received a wrong bill in the month of Nov-2024. The bill amount was very high in that month i.e. Rs.5617/- which is wrong. After that I have tested the meter by appropriate department. The meter is defective in the report. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.


SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted billing history from March-2001 to Feb-2025, a Physical Verification Report carried out on 24.03.2025, photocopy of meter testing report Dt.05.02.2023 of meter testing lab TPWODL, Burla & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Umaballon Tappo is a Domestic consumer of TPWODL bearing Consumer No 4171-0103-0153.
2. The date of power supply to the consumer is 1st January-1990.
3. The consumer has received wrong bill in the month of Nov-2024 & Dec-2024. The current bill in the month of Nov-2024 & Dec-2024 was Rs.5616.86/- & Rs.3164.64/- respectively.
4. After such high amount bill in Nov & Dec 2024, the Consumer got the meter tested & the report showed that the meter was defective.
5. After that new meter was installed in the premises on 29th January, 2025.

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 4171-0103-0153, having CD-2KW under LT-Domestic category, coming under ESO-Brajarajnagar & 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,

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1. It is observed from ledger abstract that, the Meter No "WCG22192" has been installed & updated in January-2016. But, FG data base (licensee soft records) revealed that the same meter was installed on 28.02.2019.
 2. Before installation of this meter, the consumer was served with provisional/average bills with 144/153/195/288 units/month from time to time, since the old meter no "8032932" was declared defective.
 3. After change of meter the Initial Meter Reading was KWh-'59' as on 16.03.2016 & Final Meter reading was KWh-'269' as on 10.11.2016. So, 210 units consumed in 234 days. Hence, the average comes out to be $(210/234) \times 30 = 26.92$ or 27 units/month.
 4. It was observed that actual bills continued to charge from Feb-2016 onwards from the meter test report bearing meter Sl No "WCG22192" Dt.05.02.2025 of meter testing Lab, TPWODL, Burla, it was revealed that, a new meter no "TWST1771561" was installed in the premises on 29.01.2025, replacing the old meter no "WCG22192". As objected by the complainant regarding abnormal bill raised in Nov-2024, it was pointed out that actual bill was charged for the month with '956' units, considering the Initial Meter Reading of KWh-'7091' and Final Meter Reading of KWh-'8047' as recorded in meter sl no "WCG22192". The Forum is of the considered opinion that since the Old meter reading was advanced upto KWh-'10923' as observed from meter test report dt.05.02.2025 & also declared as 'defective' on testing of the same meter, the bill so charged in Nov-2024 with sudden abnormal bill unit of KWh-'956', is considered ingenuinely charged in comparison to the previous actual monthly average consumption recorded in the same meter. Hence, the energy bill so raised in Nov-2024 is to be revised as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019.
 5. The ledger abstract further revealed that, Dec-2024 bill was raised on actual basis with '560' unit, considering the average consumption of old meter (that finally declared as defective as per meter test report) for the period from 15.12.2024 till the replacement of old meter "WCG22192" with a new one with meter no "TWST1771561" installed on 29.01.2025. Since, the old meter is finally declared as defective, the average consumption so derived with '560' units is construed to be erratically charged and hence to be revised accordingly. Further, the provisional and average bill charged upto and including two years prior to the installation of last old meter no "WCG22192" are also to be revised accordingly as per regulation stipulated.


ORDER

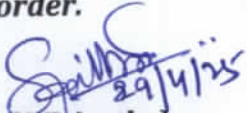
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. The Opposite party is directed to revise the energy bill charged in Nov-2024 and in Dec-2024, on the basis of succeeding six months actual monthly average consumption so derived, as recorded in meter SI No "TWST1771561", (as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019) 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 provisional/average bills charged upto & including two years prior to the installation of meter No "WCG22192" installed during Jan-2016 as per Samadhan App i.e. bill from Feb-2014 to Jan-2016 are to be revised by taking the actual monthly average consumption so recorded in meter sl no "WCG22192" as per clause no 155 of OERC Distribution (Conditions of Supply), Code,2019, 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 three month from the date of the issue of this order.


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)
 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

- Copy to:
1. Alfred Tappo, S/o Late Umaballon Tappo, At-Bhati Road, Po-Rampur Coalaroy, Dist-Jharsuguda
 2. Sub-Divisional Officer (Elect.) Brajarajnagar, 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/125/2025)