



**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/DED/ (Final Order)/ 17761

Date: 29/04/2025

Present:

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

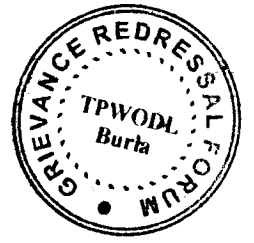
1	Case No.	BRL/137/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Pabitra Bag C/O-Sebati Bag At-Mahendrapur Po-Barghat, PS-Reamal Dist-Deogarh-768121	4141-1579-1042	9439080833	
3	Respondent/s	SDO (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	26.03.2025			
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	26.03.2025			
9	Date of Order	29/04/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Pabitra Bag
Represented by Sebati Bag

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



GRF Case No- BRL/137/2025

Pabitra Bag
C/O-Sebati Bag
At-Mahendrapur Po-Barghat,
PS-Reamal
Dist-Deogarh
Consumer No-4141-1579-1042

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY


GIST OF THE CASE

Smt Sebati Bag on behalf of Pabitra Bag appeared in the hearing on Dt. 26.03.2025 at the camp held at ESO Office, Tileibani & filed the petition wherein she has raised objection about billing dispute due to average/provisional billing from March/April-2015 to Dec-2018. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Oct-2014 to Feb-2025, a PVR carried out on 27.03.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

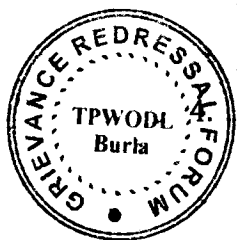
1. As per billing data the power supply given to consumer premises on 18.12.2012 with meter no "WESCO9146669" under 'KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Feb-2015 & then provisional/average bill served to consumer from March-2015 to Oct-2018.
3. The Meter No "LW047825" was installed on 20.10.2018 with IMR=1 and then onwards the electricity bill served to consumer on actual basis up to Jan-2024.
4. Then provisional/average bill served to consumer from Feb-2024 to Sept-2024.
5. The Meter No "TWST1769707" was installed on 27.10.2024 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party further suggested that the average billing from Mar-2015 to Oct-2018 may be revised by taking actual monthly average consumption recorded in new meter no "LW047825" (Prt-i) & the average billing from Feb-2024 to Sept-2024 may be revised by taking actual monthly average consumption recorded in new meter no "TWST1769707" (Prt-ii).


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 4141-1579-1042, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 18.12.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Actual billing was raised in Jan/Feb-2015 bimonthly billing considering the current reading of KWh '521' recorded in meter Sl No "WESCO9146669". Thereafter, average bills were raised continuously from March-2015 to Oct-2018 @364 units/182 unit on bimonthly basis & then on provisional basis from Nov-2018 to Dec-2018 @ 182 units on monthly basis.
2. It was observed from FG data base (licensee soft records) that, a new meter bearing Sl No "LW047825" was installed in the premises on 19.10.2018 but provisional bills were charged from Nov-2018 to Dec-2018 due to non-recording of meter readings for billing. Subsequently the above provisional bills were adjusted automatically in full shape giving credit to the consumer.
3. Actual bills were raised thereafter from Jan-2019 onwards & meter reading were advanced up to the reading of KWh '3350' as recorded in meter Sl No "LW047825" upto Jan-2024 billing.



It was observed that another new meter Sl No "TWST1769707" was installed on 27.10.2024, replacing the old meter No "LW047825" & actual bills continued to charged till last billing.

After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, since the average bills charged previously from March-2015 to Oct-2018 were not revised by the Opposite Party, the Forum construed that the average energy bills so raised during the above-mentioned period are to be revised accordingly 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 from Nov-2016 to Oct-2018 , on the basis of the actual monthly average consumption so recorded in meter Sl No "LW047825" considering initial meter reading as on the date of installation of afore mentioned meter & final meter reading as '000798' KWh as*

on Oct-2019 ,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.


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. Sri Pabitra Bag, C/O-Sebati Bag, At-Mahendrapur, Po-Barghat, PS-Reamal, 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/137/2025)

