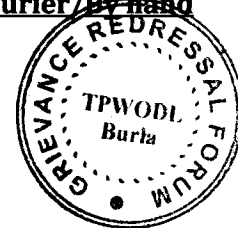


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 176 (4)

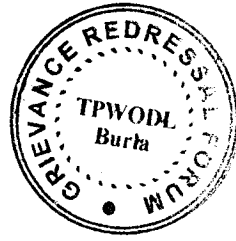
Date: 29/04/2025

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

1	Case No.	BRL/138/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Kusa Kisan C/O-Tulasa Kisan At-Pravasuni, Tilibani, PS-Tilibani Dist-Deogarh		4141-1569-0104	9177995003																																
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	26.03.2025																																			
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	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																																			

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Kusa Kisan
Represented by Tulasa Kisan

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

GRF Case No- BRL/138/2025

COMPLAINANT

Kusa Kisan
C/O-Tulasa Kisan
At-Pravasuni, Tilibani,
PS-Tilibani
Dist-Deogarh
Consumer No-4141-1569-0104

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt Tulasa Kisan on behalf of Kusa Kisan 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. 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 Feb-2011 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.

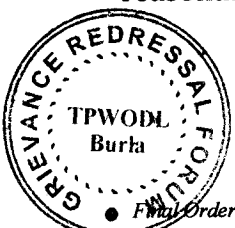
1. As per billing data the power supply given to consumer premises on 13.12.2010 with meter no "82664" under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to Nov-2017 on meter no "82664"
3. It can be observed that during the billing month of Aug/Sept-2016, the meter reader punched CMR as '8662' and '8102' units billed in Aug/Sept -2016 & Rs.41672.45 charged to consumer account.
4. The provisional/average bill served to consumer from Dec-2017 to Sept-2018.
5. The Meter No "LW062972" was installed on 20.10.2018 with IMR=1, then onwards the electricity bill served to consumer on actual basis upto June-2024.
6. The provisional/average bill served to consumer from Jul-2024 to Oct-2024.
7. The Meter No "TWST1771837" was installed on 03.12.2024 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
8. The opposite party further suggested that bill revision may be done on the basis of "Recast of reading" from 03.12.2010 to Nov-2017 recorded in meter no "82664" and the average billing from Dec-2017 to Sept-2018 may be revised by taking six month average consumption recorded in meter no "LW062972" & average billing from July-2024 to Oct-2024 may be revised by taking six month average consumption recorded in meter no "TWST1771837".


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 4141-1569-0104, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 13.12.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The first energy bill to the complainant was raised on Jan/Feb-2011 on provisional basis, although a meter SI No "82664" was installed in the premises initially. It was revealed from ledger abstract that provisional and actual bills were raised intermittently from March/April-2011 to July-2016, albeit the provisional bills so charged were not adjusted in subsequent billings.
2. It was pointed out that Aug/Sept-2016 bimonthly bill was raised on actual basis with '8102' units abnormally in a single month considering the initial reading of KWh '560' recorded in Sept-2015 & current meter reading of KWh '8662' recorded in Sept-2016 in the meter SI No "82664". It was further noted that the meter readings were advanced up to the reading of KWh '9030' so recorded in Nov-2017 billing & actual bills were raised accordingly.
3. Thereafter, Dec-2017 to Sept-2018 bills were charged on average basis @ 200 units on bimonthly basis & no meter readings were advanced thereafter from the reading of KWh '9030'.
4. It was revealed that a new meter bearing SI No "LW062972" was installed in the premises on 20.10.2018 & actual bills were raised subsequently from Dec-2018 to June-2024, considering the advanced meter readings recorded in the afore mentioned meter. Further, averages bills were again raised from July-2024 to Oct-2024. A new meter having SI No "TWST1771837" was installed on 03.12.2024, replacing the old meter "LW062972" & then, actual bills have been raised since Nov-2024 onwards.

After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the accumulated units of KWh '8662' so recorded in meter SI No "82664" during Aug/Sept-2016 billing are to be recasted/spreaded over from the date of first billing in order to extend tariff slab benefit to the consumer. Again the average bills raised from Dec-2017 to Sept-2018 are also to be revised on the basis of succeeding six monthly average consumption recorded in the subsequent meter SI No "LW062972" in order to extend fair & reasonable justice to the complainant consumer.




President


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

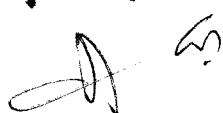
1. *The Opposite Party is directed to revise the energy bills charged from Feb-2011 to Sept-2016 by recasting/spreading over of total units of KWh '8662' (so recorded in Sept-2016 billing in meter Sl No "82664"), on monthly average consumption basis, from the month of first billing/from the date of initial power supply, 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 Dec-2017 to Sept-2018, on the basis of succeeding six monthly actual monthly average consumption recorded in subsequent meter Sl No "LW062972", 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)
(Co-Opted Member)


(S. Tripathy)
Member (Finance)


A.K. Satapathy.
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

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1. Sri Kusa Kisan, C/O-Tulasa Kisan, At-Pravasuni, Tilibani, PS-Tilibani, 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/138/2025)