

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)

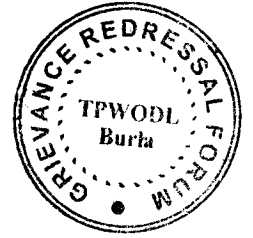


Ref: GRF/Burla/Div/DED/ (Final Order)/ 175(4)

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/139/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ethrem Kisan C/O-Bilash Kisan At-Bahamusa, Po-Barghat, Dist-Deogarh-768121		4141-1579-1326	8926071844																																
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> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</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	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- Ethrem Kisan
Represented by Bilash Kisan

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

GRF Case No- BRL/139/2025

Ethrem Kisan
C/O-Bilash Kisan
At-Bahamusa, Po-Barghat,
Dist-Deogarh
Consumer No-4141-1579-1326

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bilash Kisan on behalf of Ethrem Kisan appeared in the hearing on Dt. 26.03.2025 at the camp held at ESO Office, Tileibani & filed the petition wherein he has raised objection about abnormal bill of '9831' units raised in May-2020 which has elevated the arrear position. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party submitted billing abstract from April-2019 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 20.12.2014 with meter no "828206" under 'DOM' category with CD-0.25 KW.
2. Actual bill served to consumer up to Sept-2021 (Meter no "828206").
3. It can be observed that provisional bill charged up to April-2020 & then the meter reader CMR as '9832' in the billing month May-2020. So, there is 9831 units billed for period from Dt.20.12.2014 to May-2020 (IMR=1 & CMR=9832) & Rs.37611.42 charged to consumer account. This has already been revised at this end on 06.08.2024 (bill revision period considered from Dec-2014 to May-2020) and amount of Rs.203.6 withdrawn & reflected in consumer ledger.
4. The provisional/average bill served to consumer from Oct-2021 to Sept-2023. The bill from Nov-2021 to Sept-2023 has already been revised at this end on 06.08.2024 & amount of Rs.1157.52 withdrawn & reflected in consumer ledger.
5. The Meter No "TWSP51076765" was installed on 30.10.2023 with IMR=0 & then onwards the electricity bill served to consumer on actual basis.
6. The Opposite Party further suggested to drop the case as already bill revision is done.

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 4141-1579-1326, having CD-0.25KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 20.12.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The first bill to the complainant was raised in April-2019 with provisional bill of '1326' units, amounting Rs.4245.33/- charged, even though the initial meter SI No "828206" was installed initially. The provisional bills were raised from April-2019 to April-2020 & then May-2020 bill was charged with '9831' units in a single month considering the current reading of KWh '9832' recorded in meter SI No "828206", thereby charging Rs.37611.42/- for the month. Thereafter, meter readings were advanced & actual bills were charged upto Sept-2021.
2. Subsequently, provisional and average bills were raised @ 85 units on bi monthly basis from Oct-2021 to Sept-2023. It was observed from ledger abstract that a new meter bearing SI No "TWSP51076765" was installed on 30.10.2023 & actual bills continued to charge thereafter since Oct-2023 onwards.
3. It was revealed from the FG data base (licensee soft records) that, the accumulated units of KWh '9832' so recorded in May-2020 has already been revised by the Opposite Party by recasting the above total units on monthly average basis for the period from Dec-2014 to May-2020, thereby giving monthly slab benefit to the consumer. In this contest it was pointed out that consequently, Rs.36242.36/- was debited (added) & Rs.36445.96/- was simultaneously credited back (subtracted from) to the complainant's account, effected in billing during July-2024. Hence the Forum is of the construed opinion that, the energy bills so charged from Dec-2014 May-2020 have already been revised & adjusted and therefore there is no further scope of bill revision for the above period.
4. The Forum also pointed out that the provisional & average bills so raised from Oct/Nov-2021 to Sept-2023 were also revised by the Opposite Party on the basis of subsequent meter consumption having SI No "TWSP51076765" & Rs.1157.52/- was credited back (subtracted from) to the complainant's account. Since the above defective period have already been assessed by the Opposite Party there is no further scope of bill revision for such period.



President
Grievance Redressal Forum
TPWODL, Burla - 768017

The Forum is of the considered opinion that since the Opposite Party has acted upon the grievances & revised the earlier bills accordingly, there is no further scope of bill revision in the instant case.

The case is here by dismissed.

Accordingly, the case is disposed of.


B. Mahapatra)

~~(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

1. Ethrem Kisan, C/O-Bilash Kisan, At-Bahamusa, Po-Barghat, 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/139/2025)

