

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)

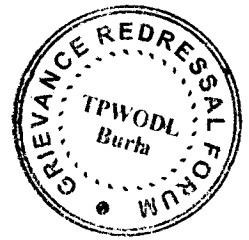
Ref: GRF/Burla/Div/DED/ (Final Order)/ 173(4)

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/141/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Tikeswar Sahu At-Bhukabeda, Po-Tainsar, Dist-Deogarh	4141-1511-0056	9078162814	
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- Tikeswar Sahu

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

GRF Case No- BRL/141/2025

Tikeswar Sahu
At-Bhukabeda, Po-Tainsar,
Dist-Deogarh
Consumer No-4141-1511-0056

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Tikeswar Sahu 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 average bills raised from May-2007 to May-2009. 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-2004 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 27.12.2003 with meter no "62377" under 'DOM' category with CD-0.50 KW & actual bill served to consumer up to Sept-2011 on meter no "62377".
2. Then meter no "398269" was installed on 11.11.2011 with IMR=0 and the electricity bill served to consumer on actual basis up to July-2018. It can be observed that during the billing month of Sept-2016 the meter reader punched CMR as '12830' and '7480' units billed in Sept-2016 (June-15 to Sept-16) & Rs.34208.27 charged to consumer account.
3. The provisional/average bills served to consumer from Aug-2018 to Oct-2018.
4. The bill served to consumer on actual basis up to June-2021 (Meter No-"70307194"). Then provisional/average bill served to consumer from July-2017 to Dec-2017.
5. The Meter No "LW020649" was installed on 09.09.2018 with IMR=1 (FG) and then the electricity bill served to consumer on actual basis up to Mar-2022.
6. The provisional/average bill served to consumer from Apr-2022 to Aug-2022 which has already been revised at this end on 17.09.2024 and amount of Rs.1404.71 withdrawn & reflected in consumer ledger.
7. The Meter No "TWSP51049647" was installed on 30.09.2023 with IMR=0 (FG) & 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 Nov-2011 to July-2018 and the average billing from Aug-2018 to Oct-2018 may be revised by taking actual six month average consumption recorded in meter no "LW00649".

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 4141-1511-0056, having CD-0.50KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 27.12.2003. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Actual bills were raised upto April-2007 billing considering the current reading of KWh '2117' recorded in initial meter SI No "62377" installed.
2. May-2007 bill was raised on average basis with 52 units charged for the month, even though current meter reading for the month was recorded as KWh '2883'. Thereafter average bills continued to raised from June-2007 to March-2009 @ 104units on bimonthly basis. Subsequently, May-2009 bimonthly bill was raised on actual basis with 120 units charged for the month, considering the current reading of KWh '3107' so recorded in meter SL No "62377". It was observed from ledger abstract that actual bills were raised thereafter till Sept-2011 billing. It was revealed that a new meter bearing SI No "398269" was installed & updated in billing During Oct/Nov-2011 & meter readings were advanced upto the reading of KWh '5350' upto May-2015 billing, so recorded in the meter mentioned supra.
3. That, provisional bills were continuously raised from July-2015 to Aug-2016 @ 51 units/month. The ledger abstract revealed that the above provisional period were automatically adjusted in full during subsequent bill in Sept-2016, considering the advanced meter reading of KWh '12830'.
4. It was pointed out that the meter reading were advanced upto the reading of KWh '16591' as recorded in meter SI No "398269" upto July-2018 billing. Further, provisional bills were again raised from Aug-2018 to Oct-2018 @ 121 units/month, that were not adjusted in subsequent billing as a new meter having SI No "LW020649" was installed in the premises on 08.09.2018.
5. It was pointed out from the records that, no such abnormal billings were generated thereafter, except the provisional and average bills so raised from April-2022 to Aug-2023 which were subsequently revised by the Opposite Party giving credit amount of Rs.1404/- effected in billing on 17.09.2024 on the basis of the consumption recorded in subsequent new meter installed on 03.09.2023 bearing SI No "TWSP51049647".



After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the average bills so raised from May-2007 to May-2009 are to be revised as per actual consumption recorded in meter SI No "62377". Further, the provisional bill charged from Aug-2018 to Oct-2018 are also to be revised as per consumption recorded in subsequent meter installed bearing SI No "LW020649", as per Regulation-157 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 May-2007 to May-2009 on the basis of actual monthly average consumption recorded in meter SI No "62377", considering initial meter reading as IMR-'002117' KWh recorded as on May-2007 & final meter reading as FMR-'003107' KWh recorded as on May-2009, 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 Aug-2018 to Oct-2018, on the basis of succeeding six monthly actual monthly average consumption recorded in subsequent meter SI No "LW020649", 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.*
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)

Grievance Redressal Forum
TPWODL, Burla - 768017
Final Order (GRF Case No. BRL/141/2025)


(S. Tripathy)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President

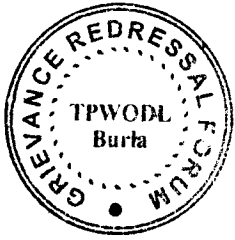
Grievance Redressal Forum
TPWODL, Burla - 768017

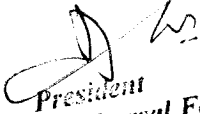
Copy to: -

1. Sri Tikeswar Sahu, At-Bhukabeda, Po-Tainsar, 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/141/2025)




President
Grievance Redressal Forum
TPWODL, Burla - 768017