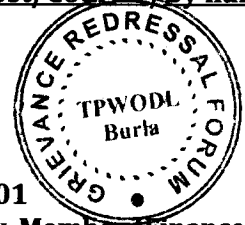


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 191(4)

Date: 30/04/25

Present:

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

1	Case No.	BRL/142/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Harihar Gadnayak At-Kapasira, Po-Tileibani, Ps-Tileibani Dist-Deogarh		4141-1569-0004	9583826800
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	30/04/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Harihar Gadnayak

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



GRF Case No- BRL/142/2025

Harihar Gadnayak
At-Kapasira, Po-Tileibani,
Ps-Tileibani
Dist-Deogarh
Consumer No-4141-1569-0004

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Harihar Gadnayak 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 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 Nov-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 26.11.2012 with meter no "803854" under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to June-2021 on meter no "803854".
3. It can be observed that during the billing month of Feb/March-2016, the meter reader punched CMR as '555', (less from previous meter reading i.e 600 on June/July-2015), which effect total unit rounded up and 955 units billed in Feb/March-2016 & Rs.3404.27 charged to consumer account.
4. The provisional/average bill served to consumer from June-2021 to June-2024.
5. The Meter No "TWSP51192229" was installed on 18.07.2024 with IMR=0, then onwards the electricity bill served to consumer on actual basis.
6. The opposite party further suggested that bill revision may be done on the basis of "Recast of reading" from Dec-2014 to June-2021 recorded in meter no "802854" and the average billing from July-2021 to June-2024 may be revised by taking six month average consumption recorded in meter no "TWSP5119229".

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 4141-1569-0004, having CD-0.01KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 26.11.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. In Feb/Mar-2016, the current meter reading was KWh-'555' but the bill was made with '955' units on actual basis with Rs.3504.24/- (EC+ED), considering the initial reading as KWh-'600' and considering the current reading as meter 'once rounded'. Actual bills continued thereafter upto KWh-'1500' as recorded in June-2021. From thereon, provisional/average bills continued from July-2024. It was further revealed that the energy bills so raised from Nov-14 to June-21 were billed under Kutir Jyoti category, except in Feb/March-2016 and June-2021 billing.
2. In June-2021, meter reading was '1500'-KWh and units consumption was '488' KWh with Rs.2698.62/- (EC+ED). After that upto June-2024 the reading remains unchanged at '1500' KWh and average bills were prepared afterwards till June-2024. In July-2024, a new meter was installed with sl no "TWSP51192229", where from July-2024 to Feb-2025 the monthly units consumption was less than 10 units/month.
3. The abnormal bills of '955' units charged in March-2016 was raised in a single month considering the advanced reading being 'once rounded', is not considered to be appropriately charged. Hence, the consumption so recorded in March-2016 is not symmetrical with any of such consumption already recorded in the same meter as per contract demand & billing history indicated and even after the new meter was installed. Further, the sudden abnormal bill of '488' units charged in June-2021 (considering the Initial Meter Reading of KWh-'1012' and Final Meter Reading of KWh-'001500') is not considered to be genuinely charged and the energy bills charged from the date/month of power supply to be treated as Kutir Jyoti category till June-2021, since the actual monthly average consumption recorded in meter no "8038854" upto KWh-"001500" as in June-2021, was derived to be @ 15 units/month approximately, which is well within the ambit of KTJ category.

Hence, the Forum construed that the energy bill raised particularly in Feb/March-2016 with Rs.3504.24/- & also charged particularly in June-2021 with Rs.2698.62/- are to be treated as wrong bills raised under domestic category and the above period bills are to be withdrawn, except the monthly fixed charges, duly considering the tariff for above period billing as Kuti Jyoti category (as per above observation made out) effective from the date of power supply till June-2021 billing.

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 & withdraw the energy bills charged particularly in Feb/March-2016 & June-21, except the monthly fixed charge, duly taking into account the tariff category as "Kutir Jyoti", for the above mentioned period, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*

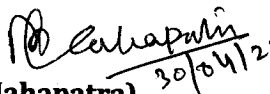


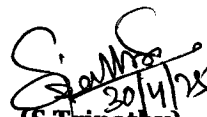
THANKS
2025.07.08


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
Copy to: -


(S. Tripathy)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Harihar Gadnayak, At-Kapasira, Po-Tileibani, Ps-Tileibani, 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/142/2025)