

## 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)/ 168(4)

Date: 29/04/2024

**Present:**

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

1	Case No.	BRL/143/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Markash Dhanwar At-Mardang, Po-Dholpur, Ps-Reamal Dist-Deogarh	4141-1560-0987	7609969338	
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				
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-** Markash Dhanwar

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



**GRF Case No- BRL/143/2025**

Markash Dhanwar

At-Mardang, Po-Dholpur,

Ps-Reamal

Dist-Deogarh

Consumer No-4141-1560-0987

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**


**GIST OF THE CASE**

Sri Markash Dhanwar 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 resolved the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from June-2010 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 06.04.2010 with meter no "796767" under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to Feb-2017 on meter no "796767" but it can be observed that during the billing month of May/June-2016, the meter reader punched CMR as '533', (less from previous meter reading i.e 2800 on Oct-2015), which effect total unit rounded up and '7733' units billed in May/June-2016 & Rs.41046.99 charged to consumer account.
3. The provisional/average bill served to consumer from March-2017 to Oct-2018.
4. The Meter No "LW061513" was installed on 05.11.2018 with IMR=1, then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that average billing from Nov-2015 to Oct-2018 may be revised by taking sixmonth average consumption recorded in new meter no "LW061513".
6. The opposite party further suggested that bill revision may be done on the basis of "Recast of reading" from July-2011 to Feb-2017 recorded in meter no "796767" and the average billing from March-2017 to Oct-2018 may be revised by taking six month average consumption recorded in meter no "LW061513".

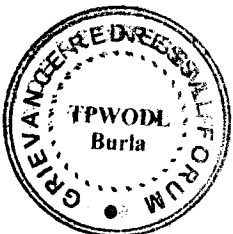
  
**President**  
Grievance Redressal Forum  
TPWODL, Burla - 768017


### 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 4141-1560-0987, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 06.04.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. It was observed from ledger abstract that actual bills were raised upto Oct-2015 billing, except some intermittent provisional bills charged from June-2010 to Oct-2015, that were adjusted fully in subsequently billing months.
2. Provisional bills were raised thereafter from Nov-2015 to April-2016 & was adjusted subsequently in June-2016 billing, taking into account the current reading of KWh '533' recorded in meter no "796767". However, abnormal bill of '7733' units was charged on actual basis considering the current reading of KWh '533' as once rounded, thereby charging Rs.41046.99/- for the month.
3. It was observed from the records that Feb-2017 bill was charged with '11' units, considering the current reading of KWh '4060' as recorded in meter no "796767". It was further pointed out that March-2017 to Oct-2018 bill was raised on average basis as, no meter reading were advanced thereafter from the reading of KWh '4060'.
4. The FG records (licensee soft records) revealed that a new meter bearing no "LW061513" was installed in the premises on 04.11.2018 & actual bills have been continuing from Dec-2018 onwards, except in some months where provisional bills were raised was finally adjusted in subsequent billing months. The Physical Verification Report Dt.27.03.2025 indicated that the existing meter bearing no "LW061513" has been in running condition with advanced meter reading recorded as KWh '920'.

After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the energy bills charged from June-2010 to Feb-2017 are to be revised and reassessed on the basis of actual monthly average consumption to be derived taking into account the total accumulated units so recorded in Feb-2017 billing in the meter no "796767". Further, the average bills raised from March-2017 to Oct-2018 are to be revised as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019, to extend fair & reasonable justice to the complainant consumer.



  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

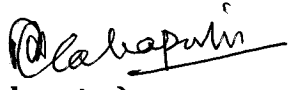
## ORDER

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 June-2010 to Feb-2017 by recasting/spreading over of total units of KWh '4060' as recorded in Feb-2017 billing in meter Sl No "796767", 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 March-2017 to Oct-2018, on the basis of succeeding six monthly actual monthly average consumption recorded in subsequent meter Sl No "LW061513", 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)

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1. Sri Markash Dhanwar, At-Mardang, Po-Dholpur, Ps-Realmal, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/143/2025)