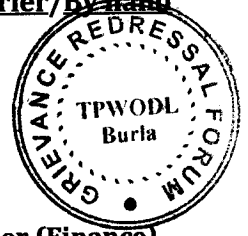


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 169(4)

Date: 29/04/2025

Present:

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

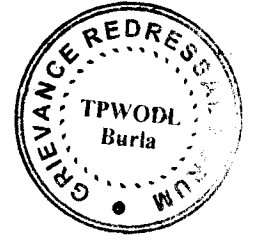
1	Case No.	BRL/144/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gogeswar Naik At-Amghat, Po-Gohiradam Site, Ps-Reamal Dist-Deogarh		4141-1560-1291	8480267903
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	26.03.2025			
5	In the matter 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- Gogeswar Naik

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



GRF Case No- BRL/144/2025

Gogeswar Naik

At-Amghat, Po-Gohiradam Site,

Ps-Reamal

Dist-Deogarh

Consumer No-4141-1560-1291

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

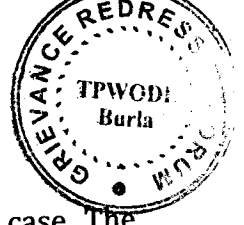
GIST OF THE CASE

Sri Gogeswar Naik 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 '8146' units charged in July/Aug-2015 . 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 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 07.04.2010 with meter no "769971" under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to June-2015 on meter no "769971"
3. It can be observed that during the billing month of Jul/Aug-2015, the meter reader punched CMR as '0', (less from previous meter reading i.e 1854 on Jun-2015 which effect total unit rounded up and '8146' units billed in Jul/Aug-2015 & Rs.46556.7 charged to consumer account) wrongly or possible meter reader might have gone defective which led to raising of average/provisional bill till replacement of this meter in June-2023.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading " or "round complete".
5. The average bill from Oct-2015 to May-2023 has already been revised at this end on Dt.08.08.2024 and amount of Rs.12947.63 withdrawn & reflected in consumer ledger.
6. The Meter No "TPWODL1184547" was installed on 11.06.2023 with IMR=0 & then the onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that average billing from July-2015 to Aug-2015 may be revised by taking six month average consumption recorded in new meter no "TPWODL1184547".



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 4141-1560-1291, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 07.04.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. May/June-2015 bill was charged on actual basis with 154 units, considering the current reading of KWh '1854' & initial reading of KWh '1700', as recorded in meter SI No "769971". July/Aug-2015 bimonthly bill was charged on actual basis with '8146' units, although no current meter readings were recorded for billing, thereby considering the meter readings as once rounded with an amount of Rs.46556.70/- for the month.
2. The ledger abstract indicated that provisional & average bills were charged thereafter from Sept-2015 to April-2023 @ 124 units/31 units/ 12 units/16 units etc on bimonthly basis. A new meter bearing SI No "TPWODL1184547" was installed in the premises on 11.06.2023, replacing old meter no "769971" with FMR- '1854' KWh.
3. It was pointed out that the provisional & average bills so charged from Oct-2015 to May-2023 were revised by the Opposite Party, considering the monthly average consumption recorded in above new meter installed & Rs.12947.63/- was credited back (deducted from) to the complainant's account, finally effected in billing on 14.08.2024. The Forum further revealed that the above new meter has been in running condition with meter status found 'OK' as per Physical Verification Report Dt.27.03.2025.

After careful consideration of hearing, documents & statements available on records, the Forum is of the considered opinion that, the Aug-2015 bill of '8146' units derived taking into account the meter readings as once rounded (bearing meter sl no "719971"). is found illegitimately charged since no meter readings were advanced thereafter from June-2015 onwards & bills were raised subsequently on average basis till installation of the new meter. Since, the bill of Aug-2015 was not revised by the Opposite Party, the Forum construed that, the same energy bills so raised during the above-mentioned period is to be revised accordingly as per regulation 155 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 bimonthly energy bill charged in July/Aug-2015, on the basis of succeeding six months actual monthly average consumption so recorded in meter SI No "TPWODL1184547", from the date/month of installation of the afore mentioned meter, 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 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.

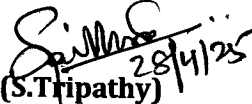
Accordingly, the case is disposed of.

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


(S. Tripathy)

Member (Finance)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Gogeswar Naik, At-Amghat, Po-Gohiradam Site, Ps-Reamal, 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/144/2025)

