

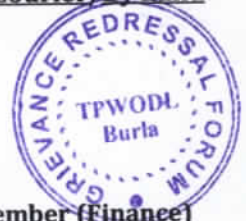
## Grievance Redressal Forum

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)/ 184 (4)

Date: 29/04/25

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

|    |  |   |   |  |                                       |
|----|--|---|---|--|---------------------------------------|
| 1  | Case No.                                     | BRL/146/2025  |   |  |                                       |
| 2  | Complainant/s                                | Name & Address  |   | Consumer No  | Contact No.                           |
|    |  | Marianus Minz<br>At/Po-Palkudar,<br>Ps-Reamal<br>Dist-Deogarh   |   | 4141-1556-1226                                       | 8763232734                            |
| 3  | Respondent/s                                 | SDO (Elect), Deogarh  |   |  | Division<br>D.E.D, TPWODL,<br>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 ✓<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004<br>3. OERC Conduct of Business) Regulations,2004<br>4. Odisha Grid Code (OGC) Regulation,2006<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004<br>6. Others |   |  |                                       |
| 8  | Date(s) of Hearing                           | 26.03.2025  |   |  |                                       |
| 9  | Date of Order                                | 29/04/25  |   |  |                                       |
| 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-** Marianus Minz

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



**GRF Case No- BRL/146/2025**

Marianus Minz

At/Po-Palkudar,

Ps-Reamal

Dist-Deogarh

Consumer No-4141-1556-1226

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Marianus Minz 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 raised from Aug-2018 to Aug-2019. 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 May-2018 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 supply given to consumer premises on 33.05.2018 with meter no "828857" under 'DOM' category with CD-0.25 KW.
2. The bill served to consumer on actual basis up to Aug-2018.
3. It can be observed that the meter reader punched CMR as '4901' in the billing month of Aug-2018, so there is '4876' unit billed (IMR=25 & CMR=4901) & Rs.27449.73 charged to consumer account.
4. The average bill served to the consumer from Sept-2018 to Aug-2019 has already been revised at this end on Dt.05.08.2023 and amount of Rs.1406.34 debited to consumer ledger.
5. The Meter No "LW0414905" was installed on 22.10.2019 with IMR=1 & then the 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 23.05.2018 (P/S) to Aug-2018 recorded in meter no "828857".

**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 4141-1556-1226, having CD-0.25KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 23.05.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,



1. It is observed from ledger abstract that the meter having sl no "828857" was installed initially & the first energy bill was raised on actual basis with 24 unit as per advanced meter reading of KWh '000025'. Thereafter, provisional bills were raised from June-2018 to July-2018 @ 24 units/month. Aug-2018 bill was charged on actual basis with '4876' units, considering the current reading of KWh '004901' as recorded in above mentioned meter. Subsequently, average bills were raised from Sept-2018 to Aug-2019 @ 24 units/month. A new meter bearing sl no "LW414905" was installed on 21.10.2019.
2. The FG data base (licensee soft records) revealed that the average bill charged from Sept-2018 to Aug-2019 have been revised by the opposite party on the basis of actual monthly average consumption so recorded in subsequent meter bearing sl no "LW414905" & Rs.1406.34/- was added to the complainant account, effected on 05.08.2023.
3. The Forum observed that, the KWh reading so recorded during Aug-2018 was KWh '4901' & the contract demand of the consumer was 0.25KW having the initial date of supply effected on 23.05.2018 hence, it is construed that such high units consumption/reading i.e '4876' units accumulated within a span of four months is not possible & therefore it is believed that the meter has gone defective during Aug-2018, due to which average bills continued till the installation of new meter no "LW414905". Hence, the erratic bill of '4876' units charged in Aug-2018 with an amount of Rs.27570.93/- is in genuinely charged which ought to be revised as per Regulation-157 of OERC Distribution (Conditions of Supply), Code,2019.

After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the energy bill charged from June-2018 to Aug-2018 are to be revised to settle the billing dispute accordingly.

#### **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-2018 to Aug-2018, on the basis of the actual monthly average consumption so recorded in meter Sl No "LW414905" considering initial meter reading as on the date of installation of afore mentioned meter & final meter reading as '000643' KWh as on Aug-2020, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*

  
President

\* Grievance Redressal Forum  
TFWODL, Burla - 768017

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** 29/04/25  
(Co-Opted Member)  
Co-opted Member

  
**(S. Tripathy)** 29/4/25  
Member (Finance)  
Member

  
**A.K. Satapathy**  
(President)  
President

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Copy to:

1. Sri Marianus Minz, At/Po-Palkudar, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/146/2025)