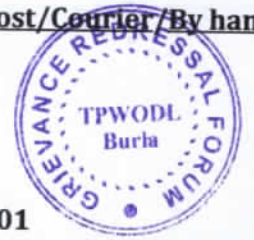


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 194(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/147/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gouri Mahakul C/o-A.Banichul At-Mahendrapur, Po-Barghat, Ps-Reamal, Dist-Deogarh		4141-1579-1031	9126226311
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			

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Gouri Mahakul
Represented by A.Banichul

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

GRF Case No- BRL/147/2025

Gouri Mahakul
C/o-A.Banichul
At-Mahendrapur, Po-Barghat, Ps-Reamal,
Dist-Deogarh
Consumer No-4141-1579-1031

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY


GIST OF THE CASE

Sri A.Banichul on behalf of Gouri Mahakul 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 Oct-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 18.12.2012 with meter no "WESCO9146660" under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to Apr-2015 on meter no "WESCO9146660".
3. The provisional/average bill served to consumer from May-2015 to Oct-2018.
4. The meter SL No "LW061636" was installed on Dt.08.10.2018 with IMR=1 and the average billing charged on running meter Oct-2018 has already been reviewed at this end on 15.03.2022 and Rs.505.65 withdrawn & reflected in ledger.
5. Actual bill served to the consumer up to April-2024 on meter no "LW061636 & then average bill charged for the month of May-2024 has already been reviewed at this end on 22.03.2025 and Rs.188.99 debited to consumer ledger.
6. The Meter No "TWST1728974" was installed on 22.06.2024 with IMR=0, then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that average billing from May-2015 to Sept-2018 may be revised by taking six month average consumption recorded in new meter no "LW061636".


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 4141-1579-1031, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 18.12.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. First bill was generated in Oct-2014 on provisional basis, although the initial meter bearing sl no "WESCO9146660" was installed in the premises. However, March/April-2015 bill was raised on actual basis considering the current reading of KWh '000386'. Thereafter, provisional & average bills were continuously raised from May-2015 to Oct-2018 @ 126 units/month.
2. The ledger abstract revealed that a new meter bearing sl no "LW061636" was installed on 08.10.2018 & actual bill continued to charge thereafter. Later on, the same meter was declared defective in May-2024 & subsequently another meter having sl no "TWST1728974" was installed on 22.06.2024 & actual bill continued to charge from June-2024 onwards. The Physical Verification Report Dt. 27.03.25 revealed that the meter no "TWST1728974" has been found in running condition with advanced meter reading recorded as KWh '000497'.
3. That, the above provisional/average billing period could have been avoided if timely updation of meter installation report were updated in billing.

After careful consideration of hearing, documents & statements available on records, the Forum is of the considered opinion that, the provisional/average bills charged from Nov-2016 to Oct-2018 are 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 energy bills charged from Nov-2016 to Oct-2018 on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter Sl No "LW061636" 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.*

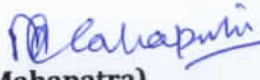

President

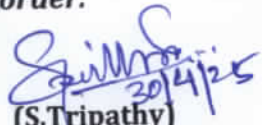
Grievance Redressal Forum
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2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the 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)
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

Copy to: -

1. Gouri Mahakul, C/o-A.Banichul, At-Mahendrapur, Po-Barghat, 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/147/2025)