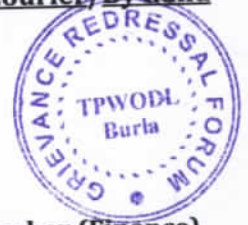


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 182 (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/148/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Padmolochan Naik C/o-Kshirodini Naik At-Palkudar, Po-Barghat, Ps-Reamal, Dist-Deogarh		4141-1556-0885	8480132241
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	29/04/25			
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- Padmolochan Naik
Represented by Kshirodini Naik

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

GRF Case No- BRL/148/2025

Padmolochan Naik
C/o-Kshirodini Naik
At-Palkudar, Po-Barghat, Ps-Reamal,
Dist-Deogarh
Consumer No-4141-1556-0885

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Kshirodini Naik on behalf of Padmolochan Naik appeared in the hearing on Dt. 26.03.2025 at the camp held at ESO Office, Tileibani & filed the petition wherein she has raised objection about abnormal bills raised. 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 27.02.25 & 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 09.10.2012 with meter no "WESCO9146578" under 'KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Feb-2015" & then provisional & average bill served to consumer from Mar-2015 to Oct-2018.
3. The Meter No "LW088212" was installed on 18.11.2018 with IMR=1 and then the electricity bill served to consumer on actual basis up to Dec-2020.
4. Then provisional & average bill served to consumer from Jan-2021 to May-2024. This has already been revised at this end on 28.03.2024 (meter change assessment) and amount of Rs.22212.67 withdrawn & reflected in consumer ledger.
5. It can be observed in the billing month of Jan-2024, the meter reader punched CMR as '9268', so abnormal high 2208 unit billed (IMR=7060 & CMR=9268) & Rs.13809.18 charged to consumer account.
6. The Meter No "TWSP51192332" was installed on 10.07.2024 with IMR=0, then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that the average billing from March-2015 to Oct-2018 may be revised by taking actual monthly average consumption recorded in meter no "LW088212".

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 4141-1556-0885, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 09.10.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The first bill was generated in Oct-2014 on provisional basis, although the initial meter no "WESCO9146578" was installed in the premises. Dec-2014 bill was also raised on provisional basis. Thereafter, Jan/Feb-2015 bill was raised on actual basis with '521' units, considering the current reading of KWh '000522'. Provisional & average bills were raised thereafter from March-2015 to Nov-2016 @ 201 unit on monthly basis. Dec-2016 bill was charged on actual basis, taking into account the current reading of KWh '001793' recorded in the afore mentioned meter & the provisional bills so raised from Oct-2016 to Nov-2016 were adjusted automatically in Dec-2016. Then, actual bills continued upto Jan-2017 with current reading of KWh '001795' & further average bills continued from Feb-2017 to Oct-2018 as no advanced meter readings were recorded for billing.
2. The FG data base (licensee soft records) indicated that a new meter sl no "LW088212" was installed in the premises subsequently on 17.11.2018 & further, actual bills were continued upto April-2019 billing with the current reading of KWh '001410'. But provisional bills were again raised from May-2019 to Oct-2020 @ 318 units/month, which were adjusted in complete shape during Dec-2020 billing, upon recording of advance reading of KWh '002159' for the month. Further, provisional bills again raised from Jan-2021 to Aug-2021 but were not adjusted in subsequent billing.
3. The ledger abstracts further revealed that average bills were continued to charge from Sept-2021 to May-2024, as no advanced meter readings were recorded for billing.
4. A new meter having sl no "TWSP51192332" was installed in the premises on 10.07.2024 & actual bills were raised thereafter.

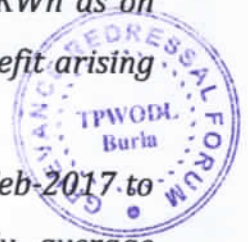
After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the provisional & average bill charged from March-2015 to Dec-2016, from Feb-2017 to Oct-2018 & from June-2022 to May-2024 are to be revised accordingly as per regulation 155 of OERC Distribution (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 March-2015 to Dec-2016 , on the basis of the actual monthly average consumption so recorded*

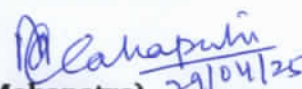
in meter SI No "WESCO9146578" considering initial meter reading as KWh '000522' (IMR) as on March-2015 & final meter reading as '001793' KWh as on Dec-2016, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.




2. The Opposite Party is directed to revise the energy bills charged from Feb-2017 to Oct-2018, on the basis of succeeding six monthly actual monthly average consumption recorded in subsequent meter SI No "LW088212" 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.
3. The Opposite Party is directed to revise the energy bills charged from June-2022 to May-2024, on the basis of succeeding six monthly actual monthly average consumption recorded in subsequent meter SI No "TWSP51192332", duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
4. 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
5. 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)

Copy to:
Grievance Redressal Forum
TPWODL, Burla - 768017

Padmolochan Naik, C/o-Kshirodini Naik, At-Palkudar, Po-Barghat, Ps-Beamal, 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:Bhoingar, 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/148/2025)