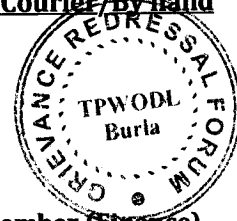


Grievance Redressal Forum

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)/ 185 (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/150/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Madan Sahu At-Siarimalia, Po-Khilei, Ps-Kandeigola, Dist-Deogarh-768108		4141-1211-0737	8658903750
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	27.03.2025			
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	27.03.2025			
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: SDO Office, Deogarh

Appeared

For the Complainant- Madan Sahu

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

GRF Case No- BRL/150/2025

Madan Sahu
At-Siarimalia, Po-Khilei, Ps-Kandeigola,
Dist-Deogarh
Consumer No-4141-1211-0737

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Madan Sahu appeared in the hearing on Dt. 27.03.2025 at the camp held at SDO Office, Deogarh & filed the petition wherein he has raised objection about abnormal bills charged for the period from Feb-2024 to April-2024. Hence, the complainant prayed before the Forum to resolve the billing dispute in an efficacious manner .

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from May-2017 to Feb-2025, a PVR carried out on 04.04.25 & 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 31.03.2017 with meter no "107979" under 'DOM' category with CD-1.00 KW.
2. The bill served to consumer on actual basis. It can be observed that during the billing month of Feb-2024 to April-2024, high consumption unit 299,331 & 353 unit billed.
3. The Meter No "107979" was replaced with new meter no TWB111045 on Dt.15.05.2024 with IMR=0.
4. During course of hearing on 27.03.2025 the complainant has expressed his doubt about the accuracy of old meter No "107979", which was already replaced with meter No "TWB111045".
5. When the meter has already been charged, so it is difficult on the part of opposite party to go for meter test.
6. Moreover, it is pertinent to mention that, some intermittently nominal consumption from Oct-2021 to Jan-2022 observed which seems to be suppressed consumption.
7. The opposite party suggested that bill revision may be done on the basis of "Recast of reading" from Oct-2021 to Apr-2024 by taking IMR=690 (09/2021) & FMR = 2865 (04/2024).



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 4141-1211-0737, having CD-1KW under LT-Domestic category, coming under ESO-Reamal & initial power supply effected on 31.03.2017. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

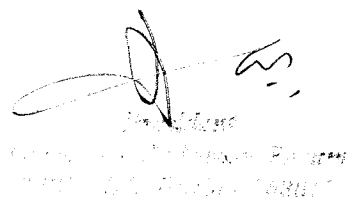
1. The ledger abstract revealed that actual bills were raised to the complainant in most of the periods from the month of first billing till April-2024, considering the advanced consumption recorded in meter Sl No "107979" & then, a new meter bearing Sl No "TWB111045" was installed in the premises on 15.05.2024, replacing the old meter no "107979".
2. As objected by the complainant regarding abnormal bills charged from Feb-2024 to April-2024, it was pointed out that, the above period bills have been raised on actual basis with 299 units, 331 units, 353 units respectively. The Opposite Party urged for recasting of reading from Oct-2021 to April-2024 the reason during which seemed to be suppressed consumption recorded in meter no "107979".
3. The Forum further observed that actual bills have been continuing since May-2024 onwards as per advanced meter reading recorded in meter sl no "TWB111045".

After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the accumulated units of KWh '2865' so recorded in meter Sl No "107979" during April-2024 billing are to be recasted/spreaded over from the date of first billing/installation of the same meter on monthly average basis, in order to extend tariff slab benefit to the consumer as per tariff applicable from time to time.

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

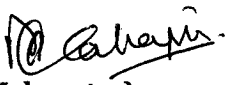
1. *The Opposite Party is directed to revise the energy bills charged from April/May-2017 to April-2024 by recasting/spreading over of total units of KWh '2865' (so recorded in April-2024 billing in meter Sl No "107979"), on monthly average consumption basis, from the date of installation of above mentioned meter, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*

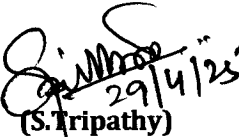

[Signature]
[Name]
[Designation]
[Address]
[Contact Information]


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. Madan Sahu, At-Siarimalia, Po-Khilei, Ps-Kandalgola, 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/150/2025)