

Grievance Redressal Forum

TPWODL, BURLA

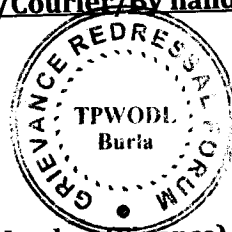
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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

Date: 30/04/2025

Ref: GRF/Burla/Div/DED/ (Final Order)/ 180 (4)

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

1	Case No.	BRL/151/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Tapan Ku Muduli At-Badkudar, Po-Bamparada, Ps-Barkote, Dist-Deogarh-768110		4141-1113-0634	9938959699																																
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	27.03.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	27.03.2025																																			
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: SDO Office, Deogarh



Appeared

For the Complainant- Tapan Ku Muduli

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

GRF Case No- BRL/151/2025

COMPLAINANT

Tapan Ku Muduli
At-Badkudar, Po-Bamparada, Ps-Barkote,
Dist-Deogarh
Consumer No-4141-1113-0634

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Sri Tapan Ku Muduli 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 average bills charged of Rs.28104.00/-. In this context, the complainant averred that his hotel was in locked condition from 22.11.2022 to 06.06.2023. 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-2014 to Feb-2025, a PVR carried out on 30.03.25 & 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 27.05.2014 with meter no "1025165" under 'DOM' category with CD-1.00 KW.
2. The actual bill served to consumer up to May-2020 on meter No-"1025165". Then provisional/average bill served to consumer from June-2020 to March-2022.
3. The Meter No "TPWODL1026974" was installed on 21.05.2022 with IMR=0 and then the electricity bill served to consumer on actual basis up to Sept-2022.
4. The average bill served to consumer from Oct-2022 to Aug-2023.
5. The average bill served to consumer from Oct-2022 to Aug-2023 already been revised at this end on 02.11.2025 and amount of Rs.28104.46 debited to consumer ledger.
6. The Meter No "TW0208846" was installed on 24.09.2023 with IMR=0 & then onwards the electricity bill served to consumer on actual basis up to Aug-2024.
7. The Meter No "TWB160539" was installed on 09.10.2024 with IMR=0 & then onwards the electricity bill served to consumer on actual basis.
8. The Opposite Party further suggested to drop the case as already bill revision is done.

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 4141-1113-0634, having CD-1KW under LT-General Purposes category,

(Signature)
President
Grievance Redressal Forum

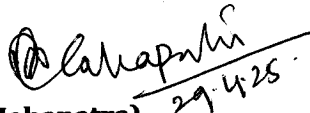
oming under ESO-Barkote & initial power supply effected on 27.05.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

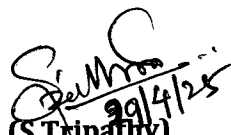
1. The ledger abstract revealed that average bills were charged to the complainant from Oct/Nov-2022 to Aug-2023 on different units from time to time as no meter readings were advanced in the meter SI No "TPWODL1026974" (that was installed on 21.05.2022).
2. A new meter bearing SI No "TW02082846" was installed on 24.09.2023, replacing the old meter no "TPWODL1026974" & actual bills continued to charge thereafter from Sept-2023 onwards. A new meter bearing SI No "TWB160539" was again installed on 09.10.2024. The Physical Verification Report Dt.30.03.2025 indicated that the existing meter (meter no "TWB160539") has been found in running condition with advanced meter reading recorded as KWh '002489'.
3. The Forum observed that the opposite party has acted upon the grievances & revised the average bills charged from Oct/Nov-2022 to Aug-2023 & Rs. 28104.46/- was debited (added) to the complainant's account effected on Dt.02.01.2025, on the basis of upward assessment done for the defective period, considering the consumption recorded in subsequent meter no "TW02082846".


After careful consideration of hearing, documents & statements available on records, the Forum construed that, the average bills so revised from Oct/Nov-2022 to Aug-2023 as has been carried out by the Opposite Party is found to be genuinely raised as per rules & regulations in force. Therefore, there is no further scope of revision of previous bills raised.

Hence, the instant case is hereby dismissed.

Accordingly, the case is disposed of.


B. Mahapatra
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
Copy to: 768017


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


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

1. Tapan Ku Muduli, At-Badkudar, Po-Bamparada, Ps-Barkote, 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/151/2025)