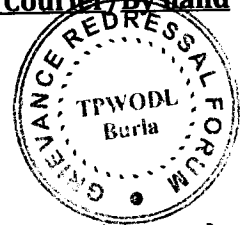


Grievance Redressal Forum

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)



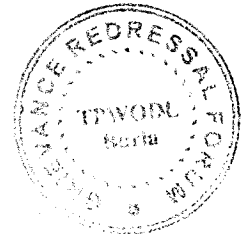
Ref: GRF/Burla/Div/DED/ (Final Order)/ 187 (4)

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/153/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pada Naik C/O-Apurna Naik At-Benjatinal, Po/Ps-Deogarh Dist-Deogarh		4141-1401-1477	9178110734
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			

Place of Camp: SDO Office, Deogarh



Appeared

For the Complainant- Pada Naik
Represented by Apurna Naik

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

GRF Case No- BRL/153/2025

COMPLAINANT

Pada Naik
C/O- Apurna Naik
At-Benjatinal, Po/Ps-Deogarh,
Dist-Deogarh
Consumer No-4141-1401-1477

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Apurna Naik on behalf of Pada Naik appeared in the hearing on Dt. 27.03.2025 at the camp held at SDO Office, Deogarh & filed the petition wherein she has raised objection about abnormal energy bill raised during the period from 2013 to 2024 due to defectiveness of the meter. 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-2013 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 02.07.2012 with meter no "6683577" under 'DOM' category with CD-1.00 KW.
2. The actual bill served to consumer up to Jan-2015 on meter No-"6683577".
3. Then provisional/average bill served to consumer from Feb-2015 to Oct-2018.
4. The Meter No "LW021813" was installed on 31.08.2018 with IMR=1 (FG) and then the electricity bill served to consumer on actual basis.
5. The average bill served to consumer from Aug-2018 to Oct-2018 on running meter no "LW21813" has already been revised at this end on 30.01.2022 and amount of Rs.3862.47 withdrawn & reflected in consumer ledger.
6. The opposite party suggested that the average billing from Feb-2015 to Jul-2018 may be revised by taking six months average consumption recorded in meter no "LW021813".

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 4141-1401-1477, having CD-2.50KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected on 02.07.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President
Deogarh District Consumer Redressal Forum
Deogarh, Dist-Deogarh
Consumer No-4141-1401-1477

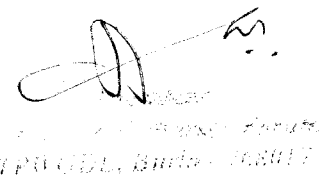
1. The ledger abstract indicated that the initial meter no "6683577" had recorded the advanced reading of KWh '877' in Jan-2015 billing, thereby charging '100' units for the month. Subsequently, provisional bills were raised from Feb-2015 to July-2016 @64 units/month & further, average bills were charged continuously from Aug-2016 to Oct-2018 @ 216/270/360 units/month.
2. It was observed from the records that a new meter bearing SI No "LW021813" was installed in the premises on 31.08.2018 but average bills continued to be charged till Oct-2018. It was pointed out that, actual bills were charged thereafter from Nov-2018 onwards. The Physical verification Report Dt.04.04.2025 indicated that the meter bearing SI No "LW021813" has been in running condition with current meter reading recorded as KWh '3804'. The Forum observed that, even though provisional bills were raised from Aug-2016 to Oct-2018, monthly fixed charges were levied @ Rs.40/Rs.60 per month. The FG data base (licensee soft records) revealed that the average bill so charged from Aug-2018 to Oct-2018 has already been revised by the Opposite Party on the basis of monthly average consumption recorded in meter no "LW021813" & Rs.3862.47 was withdrawn from the consumer's account, effected on 30.01.2022. However, the provisional & average bills charged previously were not revised accordingly.

After careful consideration of hearing, documents & statements available on records, the Forum construed that, since the defective meter bearing SI No "6683577" was replaced with a new meter number "LW021813" on 31.08.2018 & the provisional bills so charged from Aug-2018 to Oct-2018 are already revised, the remaining average bills so raised from Nov-2018 to July-2018 (limited to two years prior to installation of new meter no "LW021813") are to be revised as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019, duly withdrawing the monthly fixed charges so levied for the afore mentioned period.

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

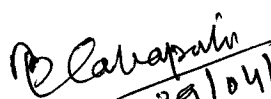
1. The Opposite Party is directed to revise the energy bills charged from Nov-2018 to July-2018, on the basis of succeeding six monthly actual monthly average consumption recorded in subsequent meter SI No "LW021813", taking into account the monthly fixed charges so levied for the above period also to be withdrawn simultaneously, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.

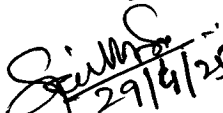

TPWODL, Bhub - 768017


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
(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

- Copy to:
1. Pada Naik, C/O- Apurna Naik At-Benjatihal, PO/Ps-Deogarh, 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/153/2025)