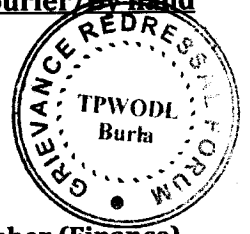


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 171(4)

Date: 29/04/2025

Present:

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

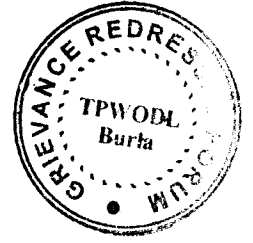
1	Case No.	BRL/154/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rajesh Sahu At-Kalipathar, Po-Karlaga, Ps-Kandeigola, Dist-Deogarh-768109		4141-1303-0886	9937738411
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	27.03.2025			
5	In the 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	29/04/2025			
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- Rajesh Sahu

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



GRF Case No- BRL/154/2025

Rajesh Sahu
At-Kalipathar, Po-Karlaga, Ps-Kandeigola,
Dist-Deogarh
Consumer No-4141-1303-0886

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Rajesh 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 bill of Rs.3649.00/- charged even though no such corresponding units were utilised, as proclaimed by the complainant. 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 Dec-2019 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 09.09.2019 with meter no "LW318709" under 'DOM' category with CD-1.00 KW.
2. The actual bill served to consumer up to Oct-2021 on meter No-"LW318709".
3. Then provisional/average bill served to consumer from Nov-2021 to Feb-2023.
4. The Meter No "TPWODL1078879" was installed on 01.04.2023 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
5. The average bill charged from Nov-2021 to March-2023 has already been revised at this end on 04.02.2025 and amount of Rs.3649.71 debited to consumer ledger account.
6. 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 4141-1303-0886, having CD-1KW under LT-Domestic category, coming under ESO-Budhapal & initial power supply effected on 09.09.2019. 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 Nov-2021 to Feb-2023 on different units from time to time.
2. A new meter bearing SI No "TPWODL1078879" was installed on 01.04.2023, replacing the old meter no "LW318709" & actual bills continued to charge thereafter from March-2023 onwards. The Physical Verification Report Dt.04.04.2025 indicated that the existing meter (meter no "TPWODL1078879") has been found in running condition with advanced meter reading recorded as KWh '2153'.
3. The Forum observed that the opposite party has acted upon the grievances & revised the average bills charged from Nov-2021 to March-2023 & Rs.3649.71/- was debited (added) to the complainant's account on the basis of upward assessment done for the defective period, considering the consumption recorded in subsequent meter no "TPWODL1078879".

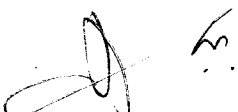
After careful consideration of hearing, documents & statements available on records, the Forum construed that, the averages bills so revised from Nov-2021 to March-2023 as has been carried out by the Opposite Party is found to be genuinely raised as per rules & regulations in force. Therefore, there 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)
 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. Rajesh Sahu, At-Kalipathar, P.O. Karaga, Ps-Kandeigola, 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/154/2025)

