

## Grievance Redressal Forum

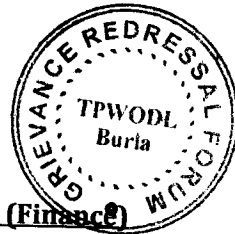
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 17047

Date: 29/04/2025

**Present:**

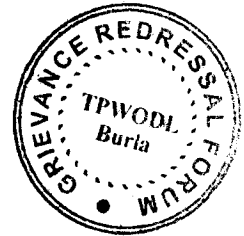
Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/155/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Kuldeep Jindal At/Po-Kalla, Ps-Barkote, Dist-Deogarh-768110		4141-1109-0347	9668998555																																
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 &amp; 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 &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; 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			
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	<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																					
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-** Kuldeep Jindal

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

**GRF Case No- BRL/155/2025**

Kuldeep Jindal

At/Po-Kalla, Ps-Barkote,

Dist-Deogarh

Consumer No-4141-1109-0347

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Kuldeep Jindal 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 from the year 2021 to 2023 during which time no meter was installed. 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 June-2012 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 12.05.2012 with meter no "OEBO4566" under 'DOM' category with CD-1.00 KW.
2. Actual bill served to consumer up to June-2015 on meter No-"OEBO4566". Then provisional/average bill served to consumer from June-2015 to July-2023.
3. The Meter No "TWSP51004194" was installed on 29.08.2023 with IMR=0 and then the electricity bill served to consumer on actual basis.
4. The average bill served to consumer from Aug-2021 to July-2023 has already been revised at this end on 17.01.2025 and amount of Rs.24178.24 debited to consumer ledger.
5. The Opposite Party suggested to drop the case as the bill revision has already been 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 4141-1109-0347, having CD-1KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 15.05.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,


1. Provisional & average bills were raised to the complainant from Aug-2015 to July-2023 @70 units/72 units/108 units & on different units from time to time. A new meter bearing SI No "TWSP51004194" was installed in the premises on 29.08.2023 & actual bills have been continuing from Aug-2023 onwards.

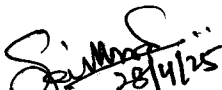
2. The Forum observed that the opposite party has acted upon the grievances & revised the average bills charged from Aug-2021 to July-2023 & Rs.24178.24/- was debited (added) to the complainant's account on the basis of assessment done for the defective period, considering the consumption recorded in subsequent meter no "TWSP51004194".


After careful consideration of hearing, documents & statements available on records, the Forum construed that, the averages bills so revised from Aug-2021 to July-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**  
**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. Kuldeep Jindal, At/Po-Kalla, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/155/2025)

