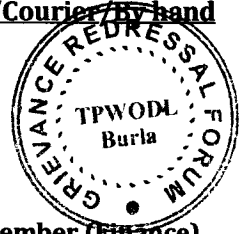


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 188 (4)

Date: 30/04/25

Present:

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

1	Case No.	BRL/156/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Iswar Kisan At/Po-Kantabahal, Ps-Kundeigola, Dist-Deogarh-768109	4141-1210-0046	9556440787	
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	30/04/25			
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- Iswar Kisan

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



GRF Case No- BRL/156/2025

Iswar Kisan

At/Po-Kantabahal, Ps-Kundeigola,

Dist-Deogarh

Consumer No-4141-1210-0046

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY


GIST OF THE CASE

Sri Iswar Kisan 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 wrong energy bill charged particularly after installation of new 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 March-2006 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 10.03.2006 with meter no "B1906748" under 'DOM' category with CD-1.00 KW.
2. Actual bill served to consumer up to July-2012 on meter No-"B1906748" & then provisional/average bill served to consumer from Aug-2012 to Nov-2013.
3. The Meter No "8184676A" was installed on 04.01.2014 with IMR=0 and then the electricity bill served to consumer on actual basis up to Mar-2022.
4. The provisional/average bill served to consumer from April-2022 to Jun-2023.
5. As per PVR on Dt.04.04.25 from Officer RCM, Reamal the new meter no "TPWODL1035878" was installed on Dt.18.05.2022 but in FG system it is updated as Dt.18.07.2023.
6. The average bill charged from Apr-2022 to June-2023 has already been revised at this end on 06.01.2025 and amount of Rs.13581.09 debited to consumer ledger account.
7. The opposite party suggested that bill revision may be done on the basis of PVR report considering the meter no (TPWODL1035878) installed on 18.05.2022 instead of 18.07.2023.


President
Grievance Redressal Forum
TPWODL, Buxa - 768017

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 4141-1210-0046, having CD-1KW under LT-Domestic category, coming under ESO-Reamal & initial power supply effected on 10.03.2006. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. On scrutinizing the records, the Forum observed that provisional bills were raised from April-2022 to Feb-2023. No monthly energy bills were raised from Feb-2023 to July-2023 as traced out from the ledger abstract.
2. Aug-2023 bill was charged erratically on actual basis with '1535' units, considering the consumption recorded in meter no "TPWODL1035878", thereby by charging Rs.7845.06/- for the month. The FG records (licensee's soft records) revealed that a new meter having sl no "TPWODL1035878" was installed & updated in billing on 18.07.2023, replacing the old meter no "8184676A". It was further observed that actual bill have been continuing since Aug-2023 onwards & the Physical Verification Report dt.04.04.2025 indicated that the afore mentioned meter has been found in running condition with advanced meter reading recorded as KWh-'2594'.
3. The Opposite Party in reply to the case certified that the meter no "TPWODL1035878" was actually installed on 18.05.2022 instead of wrong updation of installation dt.18.07.2023.
4. The Forum observed that the Opposite party has already revised the provisional bills charged from April-2022 to June-2023 on the basis of consumption recorded in subsequent meter no "TPWODL1035878", considering the consumption for the period from July-2023 to Dec-2023 & Rs.13581.09/- was added to the consumer account on 05.02.2025. It was pointed out that even though the provisional bills were revised from April-2022 to June-2023, the abnormal amount so charged particularly in Aug-2023 was not adjusted accordingly, which led to double charging of bills for the same period.

After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the provisional bills so charged from April-2022 to Aug-2023 are to be revised accordingly as per actual monthly average consumption recorded in meter no "TPWODL1035878" that was actually installed on 18.05.2022, thereby reassessing the above period taking into account the already debited (added) amount of Rs.13581.09/-, to extend fair & reasonable justice to the complainant.

ORDER

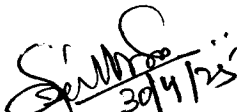
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

1. *The Opposite Party is directed to revise the energy bills charged from April-2022 to Aug-2023 , on the basis of the actual monthly average consumption so recorded in meter Sl No "TPWODL1035878" from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
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


(S. Tripathy)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum

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TPWODL, Burla - 768017

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- Copy to:**
1. Iswar Kisan, At/Po-Kantabahal, Ps-Kundelgola, 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/156/2025)