

## 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)/ 186 (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/157/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Soubhagya Udabar S/O-Late Sanu Udabar (Consumer) At-Butiadihi, Po-Rambhei, Reamal Dist-Deogarh-768108		4141-1174-2523	8984130172
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			

President

Place of Camp: SDO Office, Deogarh



**Appeared**

**For the Complainant-** Soubhagya Udabar  
Representative of Late Sonu Udabar (Consumer)

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

**GRF Case No- BRL/157/2025**

**COMPLAINANT**

Soubhagya Udabar  
S/o-Late Sonu Udabar (Consumer)  
At-Butiadihi, Po-Rambhei, Reamal  
Dist-Deogarh  
Consumer No-4141-1174-2523

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Soubhagya Udabar on behalf his father late Sanu Udabar (Consumer) 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 provisional & average bill raised. 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-2018 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 21.04.2018 with meter no "1865048" under 'DOM' category with CD-0.25 KW.
2. Actual bill served to consumer up to May-2018 on meter No-"1865048". Then provisional/average bill served to consumer from June-2015 to April-2022.
3. The Meter No "LW621553" was installed on 27.06.2021 with IMR=0 and then the electricity bill served to consumer on actual basis.
4. The average bill served to consumer from June-2021 to April-2022 on running meter no "LW621553" has already been revised at this end on 21.06.2022 and amount of Rs.543.32 withdrawn & reflected in consumer ledger.
5. The opposite party suggested that the average billing from Jun-2015 to April-2021 may be revised by taking actual monthly average consumption recorded in meter no "LW621553".

**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 4141-1174-2523, having CD-0.25KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 21.04.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

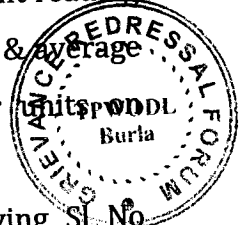
1. The first bill was generated in May-2018 on actual basis considering the current reading of KWh '108' as recorded in meter sl no "1865048". Subsequently, provisional & average bills were raised from June/July-2018 to April-2022 @ 72/214 & other units on bimonthly basis from time to time.
2. The FG data base (licensee soft records) revealed that a new meter having SL No "LW621553" was installed in the premises on 27.06.2021 but was later reflected in billing during June-2022 with the current reading of KWh '374' (recorded as on 24.07.2022). The Physical Verification Report Dt.04.04.25 indicated that the same meter has been in running condition with advanced meter reading recorded as KWh '000984'. The ledger abstract revealed that actual bills have been continuing since June-2022 onwards. The monthly average consumption from the date of installation (bearing meter no "LW621553") i.e. 27.06.2021 to 24.07.2022 found out to be @ 29.21 or say 30 units per month.
3. The FG data base (licensee soft records) revealed that the average bills charged from May/June-2021 to April-2022 has been revised by the Opposite Party, considering the monthly average consumption as recorded in subsequent meter installed & Rs.543.32 was withdrawn from the consumer's account, effected on 21.06.2022. However, the remaining provisional/average billing period have not been revised as yet.

After careful consideration of hearing, documents & statements available on records, the Forum construed that, the remaining average bills so charged from May-2020 to April-2021 (the period of bill revision to be limited to two years prior to the installation of meter no "LW621553") are to be revised as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019.

#### **ORDER**

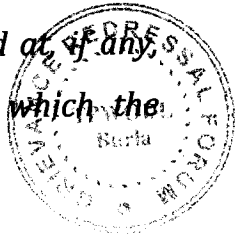
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

- 1. The Opposite Party is directed to revise the energy bills charged from May-2020 to April-2021, on the basis of the actual monthly average consumption so recorded in meter Sl No "LW621553" considering initial meter reading as on the date of installation of afore mentioned meter & final meter reading as '000374' KWh as on 24.07.2022, 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*




*[Handwritten signature]*

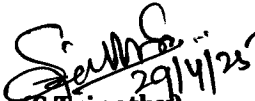
3. The Complainant is directed to pay the revised billed amount so arrived at ~~if any~~ within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.




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)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

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

- Copy to:
1. Soubhagya Udabar, S/O-Late Sanu Udabar, At-Butiadihi, Po-Rambhei, Reamal 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/157/2025)