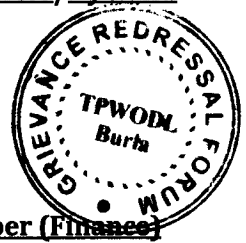


Grievance Redressal Forum

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)**

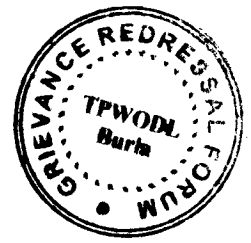
Ref: GRF/Burla/Div/DED/ (Final Order)/ 933(4)

Date: 17/06/2025

Present:

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

1	Case No.	BRL/187/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Raj Pradhan At-Thelkubudi, Po-Barghat, Ps-Reamal Dist-Deogarh-768121		4141-1579-1158	9668992705
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	15.04.2025			
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	15.04.2025			
9	Date of Order	17/06/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Raj Pradhan

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

GRF Case No- BRL/187/2025

Raj Pradhan

At-Thelkubudi, Po-Barghat,

Dist-Deogarh

Consumer No-4141-1579-1158

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Raj Pradhan appeared in the hearing on Dt. 15.04.2025 at the camp held at ESO Office, Tileibani. The Complainant filed the petition disputed about the abnormal energy bills charged from May-2019 to June-2019. In this context, the complainant further submitted that during the covid period he was unable to pay the electricity dues and since then, the power supply has been disconnected. On the date of camp hearing, the complainant deposited Rs.5000/- & urged to pay the balance arrear dues in instalments after revision of abnormal bills and prayed before the Forum to issue orders to restore the power supply.

SUBMISSION OF OPPOSITE PARTY

The opposite party not submitted any relevant documents except billing abstract from Oct-2014 to July-2023, a Physical Verification Report carried out on 09.05.25 & 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 18.12.2012 with meter no "WESCO9146717" under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to Feb-2016 on meter no "WESCO9146717".
3. It can be observed that during the billing month of Jan/Feb-2016 the meter reader punched CMR as "24733" & abnormal high '24167' unit billed & Rs.134772.21 charged to consumer account wrongly or possibly meter might have gone defective which led rising of average/provisional bill till replacement of this meter in Sept-2016.
4. The provisional/average bill served to consumer from Mar-2016 to Aug-2016.
5. The Meter No "WUS13882" was installed on Dt.01.09.2016 with IMR=0 and then the electricity bill served to consumer on actual basis Nov-2020.
6. In the billing month of May/Jun-2019 the meter reader punched CMR as "885" (less from previous meter reading i.e. 1745 on July-2018), which effect total unit rounded up and '9140' units billed in May/Jun-2019 & Rs.47138.73 charged to consumer account.

7. Considering the load survey & present consumption pattern, it is hard to believe upon the possibility of "suppression of reading" or "round complete".
8. The opposite party suggested that bill the abnormal/average billing from March-2015 to Aug-2016 may be revised by taking six month average consumption recorded in the existing meter no "WUS13882" & revision of bill from Aug-2018 to Jan-2020 will be done on the basis of "Recast of reading" recorded in meter no "WUS13882".

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 4141-1579-1158, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 18.12.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, on examining the case in detail, the Forum observed from the records that 1st energy bill was charged to the complainant in October-2014 on provisional basis with meter No-"WESCO9146717" installed at site. Actual bills were charged in Decembr-2014 and February-2015 billing. February-2015 bill was raised considering the current meter reading of KWH"000566". Thereafter, provisional bills were charged from March-2015 to December-2015 with "28" units on bi-monthly basis.
2. January/February-2016 bill was charged on actual basis abnormally with "24167" units in a single month amounting to Rs.1,34,772.21/-, considering the initial reading of KWH"000566" and current reading of KWH"24733", as recorded in above mentioned meter. Subsequently, average/provisional bills were raised from March-2016 to August-2016, but no provisional adjustments were effected in billing during subsequent period.
3. That, a new meter SL. No "WUS13882" was installed and updated in billing during September-2016 and actual bills continued upto February-2018.
4. Thereafter, provisional bills were charged intermittently upto April-2019. However, May/June-2019 bill was charged on actual basis with "9140" units, considering the current reading of KWH"885" as once rounded, from the initial reading of KWH"1745" upto August-2018, as recorded in meter No "WUS13882". Provisional bills charged from August-2019 to December-2019 and then, actual bill was charged in January-2020 with "1194" units, taking the advanced reading of KWH"002079". It was observed that the meter readings were advanced upto the KWH"2386", as recorded in November-2020. Thereafter, provisional bills were charged as no meter readings were advanced in the meter.
5. The ledger abstract indicated that the power supply has been disconnected since 08-May-2023.



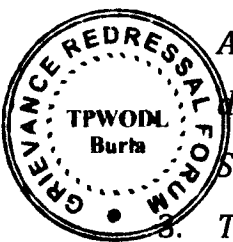
6. The Forum observed that the consumption of "24167" recorded in meter No "WESCO9146717" within a span of ten months (i.e. from March-2015 to February-2016) is not genuine as compared to the contracted load of CD-0.11KW. The monthly average consumption of the same meter from the date of initial power supply till February-2016 was derived to be @620 units/month approximately.
7. That, the abnormal bill charged in June-2019 with "9140" units was due to the once rounding of the meter consumption from the initial reading of KWH"1745" to the reading of KWH"000885", from August-2018 to June-2019, was also found to be illegitimately charged.

The Forum on scrutinizing the records, reports available on record, construed that the energy bills charged from March-2015 to August-2016 are to be revised as per actual monthly average consumption recorded in subsequent meter No "WUS13882". Further, the energy bills so charged from August-2018 to January-2020 to be revised, considering the actual advanced consumption recorded in the same meter as mentioned above.

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 March-2015 to August-2016, on the basis succeeding six months actual monthly average consumption recorded in meter No" WUS13882", from the date/month of installation of the same meter, 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 revise the energy bills charged from August-2018 to January-2020, on the basis of actual monthly average consumption recorded in meter No" WUS13882", considering initial meter reading as KWH"001745" as on August-2018 and final meter reading as KWH"002079" as on January-2020 billing, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
3. *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.*



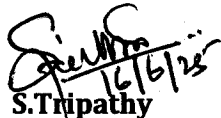

President

Grievance Redressal Forum
TPWODL, Burla - 768017

4. 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.


S. Tripathy

Member (Finance)


A.K. Satapathy

President

Copy to: - **Grievance Redressal Forum**

TPWODL, Burla - 768017

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Raj Pradhan, At- Theikubudi, Po-Barghat, P.S- 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/187/2025)

