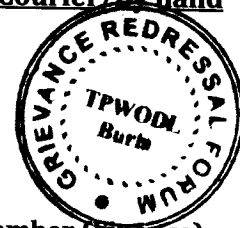


Grievance Redressal Forum

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/SEED/ (Final Order)/ 931(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/193/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Bharat Chandra Swain At/Po-Sarapali, Dist-Sambalpur-768106		4164-3304-0093	7077679615																																
3	Respondent/s	SDO (Elect), Rairakhol			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	18.04.2025																																			
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 & 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 & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & 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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	18.04.2025																																			
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, Naktideol

Appeared

For the Complainant- Bharat Chandra Swain

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

GRF Case No- BRL/193/2025

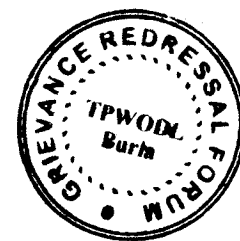
Bharat Chandra Swain

At/Po-Sarapali,

Consumer No-4164-3304-0093

VRS

SDO(Electrical), Rairakhol, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Bharat Chandra Swain appeared in the hearing on Dt. 18.04.2025 at the camp held at ESO Office, Naktideol. The Complainant filed the petition disputed the abnormal energy bills charged against his domestic connection particularly from the year 2014 to 2017 which has led to accumulation exorbitant arrears. The complainant further submitted that he had not availed the power supply during the above period and was residing at some other place. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2021 to March-2025 & a consumer information sheet in this case.

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 4164-3304-0093, having CD-0.50KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 01.01.1990. 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 provisional and average bills were charged from January-2001/February-2001 to April-2004. A new meter having SL. NO-"1888749" was installed and updated in billing during May/June-2004 and actual bills continued to charge from June-2004 to February-2006.
2. Average bills were charged thereafter from March/April-2006 to December-2007 and from March/April-2008 to February/March-2015 @ 104 units/136 units/178 units/224 units on bi-monthly basis. Actual bill charged in January/February-2008, considering the current reading of KWH"001200" and initial reading of KWH"001065" was found to be suspicious, as suddenly after this billing, average bills continued to charge till March-2015, the meter status was declared defective even prior to January/February-2008.

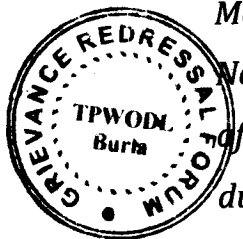
3. That, another new meter SL. NO"122291" was installed and updated in billing during Aug/Sept-2015 and actual bills continued to charge till March-2025. It was revealed that some provisional bills that were raised during Aug/Sept-2015 to March-2025, were auto adjusted in subsequent billing months as per advanced meter readings submitted for billing.
4. The ledger abstract further indicated that another new meter SL. NO"WCS04984" was installed in the premises on 02.05.2025, replacing the old meter No"122291" and actual bills have been continuing since then.
5. That, no bill revisions were carried out by the Opposite Party in Earlier occasions. The Opposite Party could not submit the written statement in reply to this case.
6. That, as per objections raised regarding absurd bills raised from the year 2014 to 2017, it was observed that average bills were charged from April-2008 to March-2015 but, actuals continued to charge thereafter with normal consumption units recorded even after March-2015 till date as per advanced readings recorded in the meter available in the premises, particularly after August-2015 onwards.

The Forum on verifying the records, reports available on record, construed that the provisional/average bills charged particularly from March/April-2008 to February/March-2015 are to be revised considering the consumption recorded in the meter installed subsequently during the above period, limited to two years as per Regulation 155 of OERC Distribution (Condition 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

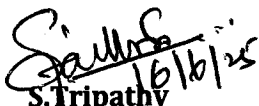
1. *The Opposite Party is directed to revise the energy bills charged from April-2013 to March-2015 on the basis of actual monthly average consumption recorded in meter No" 122291", considering initial meter reading as on the date of installation, of aforementioned meter and final reading as KWH"001279" as on September-2016, 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.


S. Tripathy

Member (Finance)



A.K. Satapathy

(President)

Copy to: - **Grievance Redressal Forum**

1. Bharat Chandra Swain, TPWODL, Burla - 768017
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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/193/2025)

