

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)



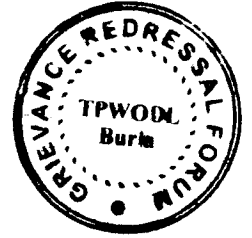
Ref: GRF/Burla/Div/BNED/ (Final Order)/ 222 (4)

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/198/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ananda Khadia At-Sunakhan, Po-Atabira, Dist-Jharsuguda		4172-2304-0255	9861092289																																
3	Respondent/s	SDO (Elect), Belpahar			Division B.N.E.D, TPWODL, Brjarajnagar																																
4	Date of Application	22.04.2025																																			
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																																				
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																					
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8	Date(s) of Hearing	22.04.2025																																			
9	Date of Order	17/06/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

President
Grievance Redressal Forum
TPWODL, Burla - 768017



Place of Camp: ESO Office, Panchgaon

Appeared

For the Complainant- Ananda Khadia

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

GRF Case No- BRL/198/2025

Ananda Khadia

COMPLAINANT

At-Sunakhan, Po-Atabira,

Dist-Jharsuguda

Consumer No-4172-2304-0255

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Ananda Khadia appeared in the hearing on Dt. 22.04.2025 at the camp held at ESO Office, Panchgaon. The Complainant filed the petition disputed about the abnormal energy bills charged prior to 15.03.2023. In this context, the complainant submitted that from 15.03.2025 onwards correct bills have been served to him. Hence, the Complainant prayed before the Forum to direct the Opposite Party to rectify & resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Jan-2021 to March-2025 & a Physical Verification Report carried out on Dt.17.04.2025 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 4172-2304-0255, having CD-2.00KW under LT-Domestic category, coming under ESO-Panchgaon & initial power supply effected on 10.10.2005. 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-2005 on actual basis with meter No-"1955268" installed at site. Actual bills were charged upto October-2011 billing. Thereafter, provisional bills were raised from November-2011 to April-2013 and then, on average basis from May-2013 to February-2015 @ 222 units/400 units on bi-monthly basis.
2. That, a new meter SL. NO.-"8149568" was installed and updated in billing during March/April-2015 billing but, provisional bills continued to charge from April-2015 till December-2015. Subsequently, Jan/February-2016 bill was charged on actual basis taking into account the current meter reading of KWH"002407", thereby auto adjusting

President

Grievance Redressal Forum

the provisional bills already charged previously. Further, provisional bills raised from March-2016 to October-2016 were also adjusted in subsequent billing in Nov/December-2016 as per advanced meter readings recorded in the aforementioned meter. Thereafter, actual bills continued upto the reading of KWH"003000" as recorded for billing in May/June-2018.

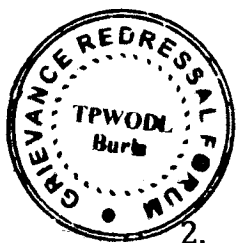
3. But, again average bills were raised subsequently from July/August-2018 to December-2022 @ 216 units and on different units on bi-monthly basis from time to time.
4. The ledger abstract revealed that a new meter bearing SL. No-"LW537065" was installed in the premises on 25.05.2021 but was updated in billing later on 11.10.2021. It was observed that average bills charged from June-2021 to December-2022 were already revised by the Opposite Party and Rs. 9908.48/- was refunded back(credited) to the consumer ledger. However, the energy bills from January/February-2023 onwards have been charged on actual basis as per advanced meter readings recorded in Meter No" LW537065".

The Forum on verifying the records, reports available on record, construed that the average bills charged from March-2013 to February-2015 and also from May-2019 to April-2021 are to be revised accordingly, 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

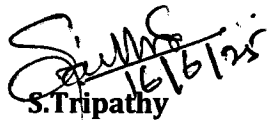
1. *The Opposite Party is directed to revise the energy bills charged from March-2013 to February-2015, on the basis of actual monthly average consumption recorded in meter No" 8149568", considering initial meter reading as on the date of installation of aforementioned meter and final meter reading as KWH"002407" as on February-2016 billing, 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 May-2019 to April-2021, on the basis of actual monthly average consumption recorded in meter No" LW537065", considering initial meter reading as on the date of installation of aforementioned meter and final meter reading as KWH"000877" as on February-2023 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
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)
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - Grievance Redressal Forum

1. Anand Kumar, At-Sunakhan, Po-Atabira, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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/198/2025)

