

**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)/ 6544

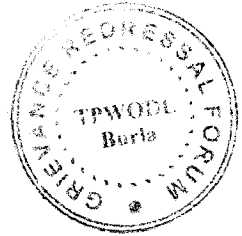
Date: 28/02/2025

Present:

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

1	Case No.	BRL/22/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Baidehi Nayak At-Sendha Po-Gambharipal, Dist-Deogarh		4141-1351-2360	7008645640
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	17.01.2025			
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	17.01.2025			
9	Date of Order	28/02/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President



Place of Camp: ESO Office, Bhudapal

Appeared

For the Complainant- Baidehi Nayak

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

GRF Case No- BRL/22/2025

Baidehi Nayak
At-Sendha Po-Gambharipal,
Dist-Deogarh
Consumer No-4141-1351-2360

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Baidehi Nayak appeared in the hearing on Dt. 17.01.2025 at the camp held at ESO Office, Bhudapal and submitted a written complaint wherein she has raised objection about poor and average bills charged previously that has resulted in accumulation of arrear amount. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2015 to Dec-2024, a PVR carried out on 30.01.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the supply given to consumer premises on 01.02.2013 with meter no "830149" under 'KTJ' category with CD-0.01 KW.
2. The bill served to consumer on actual basis up to Oct-2018. It can be observed in the billing month of Sept Oct-2016, abnormal high 2443 units billed for the period from Sept-2016 to Oct-2016 (IMR=18 & CMR-2461) & Rs.13342.43 charged to consumer account.
3. The average bill served to consumer from Nov-2018 to May-2019
4. The Meter No "LW316545" was installed on 24.06.2019 with IMR=1 and then the electricity bill served to consumer on actual basis.
5. The opposite party further observed that bill revision may be done on the basis of "Recast of reading" from 01.02.2013 (PS) to Oct-2018 recorded in meter no "830149" and the average billing from Nov-2018 to May-2019 may be revised by taking actual monthly average consumption recorded in meter no "LW316545".

OBSERVATION

The case is perused 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 4141-1351-2360, having CD-0.01KW under LT-Kutirajyoti category, coming under ESO-Budhapal & initial power supply effected on 01.02.2013 through meter SL No "830149". On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here-under that,

1. That, the complainant's first energy bill was raised in Frb-2015 and subsequent provisional bills were charged till June-2016, although initial power supply was effected through meter SL No- "830149".

2. That, July/Aug-2016 and Sept/Oct-2016 bimonthly bills were charged thereafter on actual basis with '17' units and '2443' units respectively and current meter reading of KWh '2461' was recorded for billing in Sept/Oct-2016.
3. It was noticed from consumer abstract that actual bills continued to charge till Oct-2018 billing, up to the current reading of KWh-'3277', as recorded in the above mentioned meter.
4. Subsequently, average bills were charged from Nov-2018 to June-2019 @ 50 units/25 units from time to time.
5. The FG data base (Licensee soft records) revealed that a new meter SI No "LW316545" was installed in the premises on 23.06.2019 and actual bill was charged with '33' units considering the current meter reading of KWh-'00034' as recorded in July-2019 billing.
6. It was further noticed that provisional bills were again charged from Aug-2019 to March-2020 and adjusted automatically as per advanced meter readings recorded subsequently.
7. That, actual bills have been continuing since April-2020 onwards as per advanced consumption recorded in meter SI No "LW316545". The current outstanding as on Dec-2024 billing stood at Rs.16262.30/-
8. The physical verification report drawn on 30.01.2025 indicated that the existing meter SL No "LW316545" has been in running condition with advanced meter reading recorded as KWh-'1971' and meter status found OK.

Hence, from the above mentioned facts, statements available on record, the Forum construed that the energy bill charged from the date of power supply till Oct-2016 are to be revised by spreading over the accumulated units of KWh-'2461' as recorded in meter SL No "830149" during Oct-2016 billing to extend the slab benefit to the complainant consumer. Again, the average bill charged from Nov-2018 to June-2019 are to be revised on the basis of actual monthly average consumption recorded in subsequent meter SI No "LW316545".

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 the date of power supply to Oct-2016 on the basis of actual monthly average consumption to be derived by recasting the accumulated units of KWh-'2461' as recorded in meter SI No- '830149' during Oct-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 average bills charged from Nov-2018 to June-2019 on the basis of actual monthly average consumption, considering the initial meter reading as on the date of installation of meter SL No "LW316545" and final meter reading as FMR '1957' KWh as on Dec-2024 billing, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*

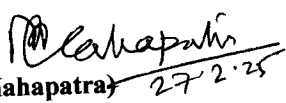
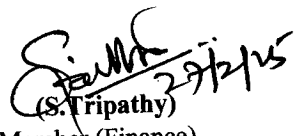


President

Grievance Redressal Forum

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

 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
---	--	---

1. Smt Baidehi Nayak, At-SendhaPo-Gambharipal, 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 either by this order or of the Grievance Redressal Forum in time, 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) or Odisha Electricity Regulatory Commission At-Plot No-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/22/2025)