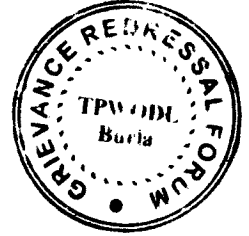


Grievance Redressal Forum
TPWODL, BURLA
 Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
 Burla, Sambalpur, Pin- 768017
 Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601
Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 239⁽⁴⁾

Date: 25.06.2025

Present:

Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/220/2025																																			
2	Complainant/s	Name & Address Mangala Kisan C/O-Sasmita Kisan (Daughter) At-Harekrushnapur, Po-Amgaon, Ps-Barkote, Dist-Deogarh-768110	Consumer No 4141-1107-0985	Contact No. 7609902851																																	
3	Respondent/s	SDO (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh																																	
4	Date of Application	17.05.2025																																			
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 5%;">X</td> <td style="width: 40%;">2. Billing Disputes</td> <td style="width: 5%;">✓</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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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	17.05.2025																																			
9	Date of Order	25.06.2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: ESO Office, Barkote, TPWODL, Deogarh

Appeared

For the Complainant- Mangala Kisan

Represented by Sasmita Kisan (Daughter)

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



GRF Case No- BRL/220/2025

Mangala Kisan

C/O-Sasmita Kisan (Daughter)

At-Harekrushnapur,

Po-Amgaon,

Ps-Barkote,

Dist-Deogarh-768110

Consumer No-4141-1107-0985

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sasmita Kisan, D/O Mangala Kisan (Consumer) appeared in the hearing on Dt. 17.05.2025 at the camp held at ESO Office, Barkote & filed the petition disputed about the abnormal energy bill charged previously. However, the complainant did not emphatically mention the period of billing dispute raised in the petition filed. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes and reconnect the power supply accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb'2021 to Feb'2023, Physical Verification Report dtd. 13.06.2025 and written statement dtd.19.06.2025 in this case. In reply to the case the opposite party has submitted the following facts:-

1. As per billing data the power supply given to consumer premises on dtd.02.10.2019 with meter no."3021836" under "DOM" category with CD-1 KW.
2. There is only provisional bill served to consumer from power supply to Nov'2022 on meter no. "3021836".
3. The meter no."300072864" was installed on 10.01.2023 with IMR=0 and then the electricity bill served to consumer on actual basis.
4. The Provisional/Average billing from Oct'2019 to Nov'2022 may be revised by taking six-month average consumption recorded in existing meter no."300072864".

OBSERVATION

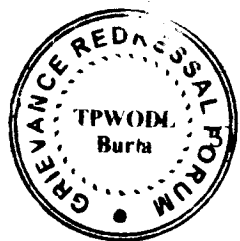
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1107-0985, having CD-1KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 02.10.2019. 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 February-2021 on provisional basis with "2648" units, having meter No-"3021836" installed at site, even though the initial power supply

was effected on 02.10.2019. Subsequently, provisional bills were also charged upto November-2022.

- 2) The ledger abstract revealed that a new meter bearing SL. No-" 300072864" was installed in the premises on 10-Jan-2023, replacing the old meter No" 3021836" and actual bill was raised in December-2022. Then, Provisional bill was again charged in February-2023.
- 3) The Physical Verification Report (PVR) dated 13.06.2025, revealed that the existing meter SL No" 300072864" has been found in running condition with meter status found "OK" and advanced reading recorded as KWH"000009" and service connection found "OK".
- 4) The ledger abstract revealed that the power supply to the consumer premises was disconnected on 17-Jun-2023 and later, reconnected on 17-May-2025. It was also observed that the consumer has deposited Rs.9000/- towards arrear electricity dues on 17-May-2025.

That, the Opposite Party has suggested/urged before the Forum to issue orders to revise the Provisional/average bills from October-2019 to November-2022, on the basis of actual monthly average consumption recorded in existing meter No" 300072864".




The Forum on verifying the records, reports available on record, construed that since a new meter bearing meter No" 300072864" was installed on 10-Jan-2023, the provisional bills so raised to the complainant are to be revised upto and including two years prior to the installation of the same meter, on the basis of succeeding six months actual monthly average consumption recorded in the above meter, as per Regulation-155 of OERC Distribution (Condition Of Supply), Code, 2019. Further, the Opposite Party is required to levy the monthly fixed charges only for the disconnected period, so as to regularize the consumer billing.

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.

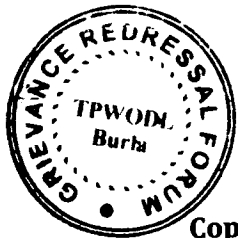
1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer upto and including two years prior to the installation of meter No"300072864", on the basis of succeeding six months actual monthly average consumption recorded in the above mentioned meter, from the date/month of installation of the same, as per Regulation-155 of OERC Distribution (Condition Of Supply), Code, 2019, 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 levy the Monthly Fixed Charges(MMFC) only, if not done already, for the period the power supply remained disconnected & no monthly energy bills were charged, so as to regularize the consumer billing, considering the fact that the power supply has been restored since 17-May-2025.*

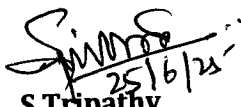

President
Grievance Redressal Forum
TPWODL, Burla - 768017

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)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to: -

1. Mangala Kisan, C/O-Sasmita Kisan (Daughter), At-Harekrushnapur, Po-Amgaon, Ps-Barkote, Dist-Deogarh-768110
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/220/2025)