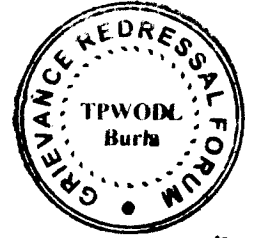


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto: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)/238<sup>(4)</sup>

Date: 25.06.2025

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

1	Case No.	BRL/221/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanjulata Naek C/o-Siba Charan Naek At-Sibapali, Po-Kelda, Ps-Barkote, Dist-Deogarh-768110		4141-1105-0954	8018085754
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	17.05.2025			
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	17.05.2025			
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-** Sanjulata Naek

Represented by Siba Charan Naek

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



**GRF Case No- BRL/221/2025**

Sanjulata Naek

C/O- Siba Charan Naek

At-Sibapali,

Po-Kelda,

Ps-Barkote,

Dist-Deogarh-768110

Consumer No-4141-1105-0954

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sanjulata Naek, D/O Siba Charan Naek 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 particularly in May-2021 and provisional & average bills raised previously against defective meter. 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 in an efficacious manner.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Jun'2019 to Mar'2025, Physical Verification Report on 20.06.2025 and written statement on 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 on dt.23.02.2019 with meter no."4170428" under "DOM" category with CD-1KW.
2. Actual bill served to consumer upto Sep'2021 on meter no."4170428".
3. It observed that during the billing month of May'2021 the meter reader punched CMR as "2298" and abnormal high 2075 unit billed & Rs 12,426.16/- charged to consumer account wrongly or possibly meter have gone defective which led to raising of provisional/average bill till replacement of this meter in Dec'2023.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading".
5. The bill from Feb'2019 to May'2021 (taken as suppress reading bill) has already been revised at this end on dt.08.11.2024 and amount of Rs 5067.83/- withdrawn and reflected in consumer ledger.
6. The meter no. "BT00001231" was installed on 08.12.2023 with IMR=0 and then the electricity bill served to consumer on actual basis.

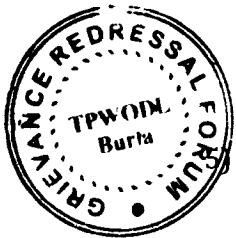
7. The opposite party suggested that the abnormal billing from Feb'2021 to Nov'2023 may be revised by taking six-month average consumption recorded in new meter no. "BT00001231".

### **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 4141-1105-0954, having CD-1KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 23.02.2019. 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 1<sup>st</sup> energy bill was charged to the complainant in June-2019 on actual basis with meter No- "4170428" installed at site. Subsequently, provisional and actual bills were charged intermittently upto September-2021.
- 2) May-2021 bill was raised on actual basis with "2075" units, considering the initial reading of KWH" 223" as on April-2021 and current reading of KWH" 2298", as recorded in meter No" 4170428" for the month.
- 3) Afterwards, there were no advancement of meter readings and provisional/average bills continued to charge from October-2021 to July-2023
- 4) The ledger abstract revealed that a new meter bearing SL. No-" BT00001231" was installed in the premises on 08-Dec-2023, replacing the old meter No"4170428" and actual bills continued thereafter till last billing i.e. May-2025. However, November-2023 bill was charged on actual basis with "292" units, albeit the current meter reading of KWH"000004" was recorded for the month.

The ledger abstract revealed that energy bills from February-2019 to May-2021 have been already revised by the Opposite Party and Rs.5067.83/- was credited back to the consumer account on 08.11.2024.



The Forum on verifying the records, reports available on record, construed that the remaining abnormal bills charged from December-2021 to November-2023 are to be revised (limited to two years) on the basis of succeeding six months actual monthly average consumption recorded in the meter No" BT00001231", as per Regulation-155 of OERC Distribution (Condition Of Supply), Code, 2019.

### **ORDER**

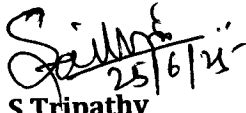
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019.


1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from December-2021 to November-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter No" BT00001231", from the date/month of installation of the same, 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)  
Member  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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

**Copy to: -**

1. Sanjulata Naek, C/O- Siba Charan Naek, At-Sibapali, Po-Kelda, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/221/2025)

