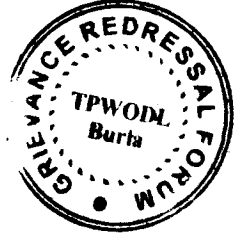


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 262(4)

Date: 30-6-2025

Present:

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

| | | | | | |
|----|--|--|---|--|---------------------------------------|
| 1 | Case No. | BRL/223/2025 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Nabin Chandra Kisan H/O- Premlata Kisan At-Narsingmunda, Po-Kadapada, Ps-Barkote, Dist-Deogarh | | 4141-1153-0028 | 7751003388 |
| 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 | 30-6-2025 | | | |
| 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, Barkote



Appeared

For the Complainant- Nabin Chandra Kisan
Represented by Premlata Kisan

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

GRF Case No- BRL/223/2025

Nabin Chandra Kisan
H/O-Premalata Kisan
At-Narsingmunda, Po-Kadapada, Ps-Barkote,
Dist-Deogarh
Consumer No-4141-1153-0028

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Premlata Kisan, W/O- Nabin Chandra Kisan appeared in the hearing on Dt. 17.05.2025 at the camp held at ESO Office, Barkote. The Complainant filed the petition disputed about the abnormal energy bill charged 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 Oct-2010 to Feb-2023, a Physical Verification Report carried out on 17.06.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the power supply given to consumer premises on 16.03.2020 with meter no "7996799" under 'KTJ' category with CD-0.04KW.
2. The bill served to consumer on actual basis up to Aug-2011 with meter no "7996799".
3. The provisional/average bill served to consumer from Sept-2011 to Oct-2018.
4. The Meter No "LW062406" was installed on Dt.02.10.2018 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis upto Jan-2023.
5. The power supply was disconnected due to nonpayment of electricity dues, on Dt.11.02.2023 (FG data).
6. The opposite party suggested that billing from Sept-2011 to Sept-2018 may be revised by taking actual monthly average consumption recorded in new meter no "LW062406".

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 4141-1153-0028, having CD-1KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 16.03.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that

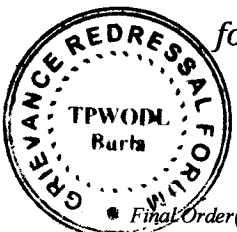
1. That, on examining the case in detail, the Forum observed from the records that 1st energy bill was charged to the complainant in October-2010 on provisional basis with meter No-" 7996799" installed at site and actual bills continued to charge upto August-2011. Subsequently, provisional, and average bills were charged from September-2011 to October-2018 @ 50 units/1100 units per month.
2. The ledger abstract revealed that a new meter bearing SL. No-" LW062406" was installed in the premises on 02-Oct-2018, replacing the old meter No" 7996799" and actual bills continued thereafter till February-2023.
3. The ledger abstract revealed that no energy bills were charged after February-2023 as the power supply was disconnected on 11-Feb-2023 and the supply has not been restored till date.
4. It was observed that the Opposite Party has not revised the earlier average bills previously charged.
5. That, the complainant has not specifically urged for restoration of power supply. The complainant was insisted to approach the Opposite Party in this regard.

The Forum on verifying the records, reports available on record, construed that the average bills charged from November-2016 to October-2018 are to be revised (limited to two years) on the basis of succeeding six months actual monthly average consumption recorded in the meter No" LW062406", 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 November-2016 to October-2018, on the basis of succeeding six months actual monthly average consumption recorded in meter No" LW062406", 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.*

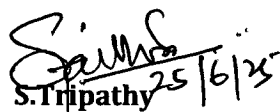



President

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


A.K. Satapathy
(President)
President

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Nabin Chandra Kisan, At-Narsingmunda, Po-Kadapada, Ps-Barkote, 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 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/223/2025)

