

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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 27045

Date: 30-6-2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/227/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Gurucharan Sahu C/O- Himandri Sahu At-Subarupali, Po-Budhapal, Dist-Deogarh-768108		4141-1120-1468	7854876814																																
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"> <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> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</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	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																																			

(Signature)
President

Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Gurucharan Sahu
Represented by Himandri Sahu

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

GRF Case No- BRL/227/2025

Gurucharan Sahu
C/O-Himandri Sahu
At-Subarupali, Po-Budhapal
Dist-Deogarh
Consumer No-4141-1120-1468

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Himandri Sahu, S/O- Gurucharan Sahu 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. 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 Nov-2019 to Apr-2025, a Physical Verification Report carried out on 13.06.25 & 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 30.04.2019 with meter no "3019868" under 'DOM' category with CD-1KW.
2. Actual bill served to consumer up to Sept-2023 on meter no "3019868".
3. It can be observed that during the billing month of July-2023 the meter reader punched CMR as "4059" and abnormal high '3109' units billed & Rs.19598.83 charged to consumer account.
4. The average bill served to consumer from Oct-2023 to Nov-2023.
5. The Meter No "TWB618241" was installed on Dt.18.12.2023 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party suggested that bill revision of abnormal billing from May-2019 to July-2023 will be done on the basis of "Recast of reading" recorded in meter no "3019868" & the average billing from Oct-2023 to Nov-2023 may be revised by taking six-month average consumption recorded in new meter no "TWB618241".



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 4141-1120-1468, having CD-1KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 30.04.2019. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

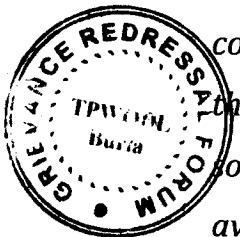
1. That, on examining the case in detail, the Forum observed from the records that 1st energy bill was charged to the complainant in November-2019 on actual basis with meter No- "3019868" installed at site and actual bills continued to charge upto July-2023. However, July-2023 bill was charged abnormally with "3109" units in a single month, considering initial reading of KWH "000950" and current reading of KWH "004059", recorded in meter No" 3019868". Subsequently, the meter was advanced upto the reading of KWH "0004138", as recorded in September-2023.
2. Average bills were charged thereafter from October-2023 to November-2023.
3. The ledger abstract revealed that a new meter bearing SL. No- "TWB618241" was installed in the premises on 18-Dec-2023, replacing the old meter No " 3019868" and actual bills continued to charge thereafter.
4. It was observed that the Opposite Party has not revised the abnormal & average bills charged previously.

The Forum on verifying the records, reports available on record, construed that the accumulated units of KWH "004059" so recorded upto July-2023 are to be recasted/spreaded over on monthly average basis from the date of installation of meter No "3019868" till July-2023. Further, the average bills charged from October-2023 to November-2023 are also to be revised on the basis of succeeding six months actual monthly average consumption recorded in the subsequent meter No "TWB618241", in order to extend fair and reasonable justice to the complainant consumer.

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

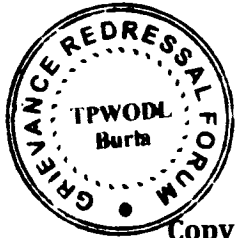
1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from the date of installation of meter No" 3019868" upto July-2023, on the basis of recasting/spreading over of total accumulated units of KWH" 004059", as recorded in the aforementioned meter as on July-2023 billing, on actual monthly average basis, , 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 October-2023 to November-2023 on the basis of succeeding six months actual monthly average consumption recorded in meter No" TWB618241" , 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.
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
25/6/25
S. Tripathy
Member (Finance)
Member

A.K. Satapathy
A.K. Satapathy
(President)
President

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

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Gurucharan Sahu, At-Subarupali, Po-Budhapal, 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/227/2025)