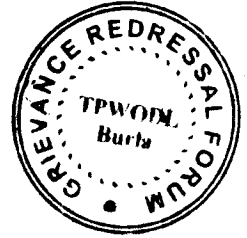


Grievance Redressal Forum

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)/ 2734)

Date: 30-6-2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/228/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Priyaranjan Nayak Revenue Inspector Purunapani Kodapada, Barkote, Dist-Deogarh-768110		4141-1104-0963	7326988466																																
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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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- Priyaranjan Nayak
Revenue Inspector, Purunapani

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

GRF Case No- BRL/228/2025

Priyaranjan Nayak
Revenue Inspector, Purunapani
Kodapada, Barkote
Dist-Deogarh
Consumer No-4141-1104-0963

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Priya Ranjan Nayak, on behalf of the O/o the Revenue Inspector, Purunapani, that, the office has received huge amount of energy bills to which the same has not been used by the office. The complainant submitted that the same office has been clearing the electricity dues in time but, has raised doubt such abnormal bills charged. In this context, the complainant could not emphatically mention the period and nature of billing dispute. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Sept-2023 to March-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 06.09.2023 with meter no "TWSP51010724" under 'SPP' category with CD-1KW.
2. Actual bill served to consumer up to April-2025 on meter no "TWSP51010724".
3. It can be observed that during the billing month of Aug-2024 to Sept-2024 the meter reader punched CMR as "442" & "1087" respectively and abnormal high '331' & '645' units billed & Rs.2241.9 & Rs.4269.29 charged to consumer account.
4. The opposite party has expressed his doubt about the accuracy of meter no "TWSP51010724". So, it is requested to the consumer to deposit the meter testing fees to test the meter. Hence, it is difficult in the part of opposite party to reply upon the version of complainant without any documentary evidence.

President

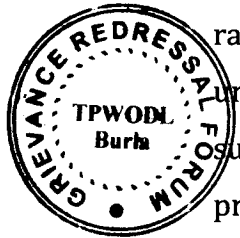
**Grievance Redressal Forum
TPWODL, Burla - 768017**

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 4141-1104-0963, having CD-1KW under LT-Specified Public Purpose category, coming under ESO-Barkote & initial power supply effected on 06.09.2023. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, on scrutinizing the case in detail, the Forum observed from the records that 1st energy bill was charged to the complainant in September-2023 on actual basis, as per LT-Specified Public Purpose Tariff, with meter No- "TWSP51010724" installed at site and actual bills continued to charge thereafter.
2. The ledger abstract revealed that August-2024 bill was charged on actual basis with "000331" units with an amount of R.2241.90/-, considering the initial reading of KWH "000111" and current reading of KWH "000442", as recorded in meter No "TWSP51010724".
3. September-2024 bill was raised on actual basis with "000645" units with an amount of Rs.4269.29/-, considering the initial reading of KWH "000442" and current reading of KWH "001087", as recorded in meter No "TWSP51010724". That, normal units were raised thereafter on actual basis with an average consumer consumption of @ 9 units/month approximately. The Forum inferred from the records that there were suppressed readings accumulated in the above meter which were not billed properly in previous months.
4. The Physical Verification Report dtd.13.06.2025 indicated that the existing meter bearing SL. No." TWSP51010724" has been found in running condition with meter status found "OK" and advanced meter reading recorded as KWH "00001152".
5. That, no electricity payments were made by the complainant during the period from May-2024 to November-2024 billing.

The Forum on verifying the records, reports available on record, construed that the existing "meter status" as certified by the Opposite Party has been found to be "OK" but, to extend fair and reasonable justice & to rule out the differences between the high consumption in particular months in comparison to the other period billing, the accumulated units of KWH "001087" so recorded in meter No" TWSP51010724" , upto September-2024 billing, are to be recasted/spreaded over on monthly average basis from the date of initial power supply/from the date of installation of above mentioned meter under the existing tariff category, with necessary impact to the Delayed Payment Surcharges(DPS) in particular.



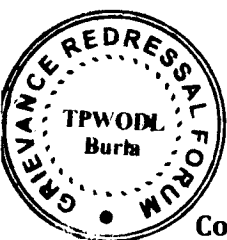
ORDER

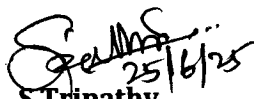
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019


1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from the date of initial power supply, or, from the date of installation of meter No "TWSP51010724" upto September-2024, on the basis of recasting/spreading over of total accumulated units of KWH "001087", so recorded in the aforementioned meter as on September-2024 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 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


A.K. Satapathy
(President)
President

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

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Priyaranjan Nayak, Revenue Inspector, Purnanapali, Kodapada, 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/228/2025)