

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/JED/ (Final Order)/ 2540

Date: 30-6-2025

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

1	Case No.	BRL/230/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Surendra Bagh At-Saida, Po-Kuchinda, Dist-Sambalpur-768222		4132-1102-0208	8114874513																																
3	Respondent/s	SDO (Elect), Kuchinda, TPWODL		Division J.E.D, TPWODL, Jharsuguda																																	
4	Date of Application	19.05.2025																																			
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> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business Regulations, 2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation, 2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></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	19.05.2025																																			
9	Date of Order	30-6-2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Appeared

For the Complainant- Surendra Bagh

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

GRF Case No- BRL/230/2025

Surendra Bagh

At-Saida,

Po-Kuchinda,

Dist-Sambalpur-768222

Consumer No-4132-1102-0208

VRS

SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT



OPPOSITE PARTY

GIST OF THE CASE

Surendra Bagh (Consumer) appeared in the hearing on Dt. 19.05.2025 at the camp held at SDO Office, Kuchinda & filed the petition objected about high abnormal bills charged against his domestic connection during the last few years. In this context, the complainant could not emphatically mention the period and nature of the 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 the ledger copy for the period from Jan'2021 to Apr'2025, written version and Physical Verification Report on 21.05.2025 through e-mail dtd. 27.05.2025 in this case. In reply to the case the opposite party has submitted the following facts :-

It is found that from the date of power supply i.e 06.01.2011 bill made with tabular reading upto Feb'2016 for meter no.ORB04441. In the billing month Apr'2016 meter reading was 6534kwh bill also made of 6534 units. Again, from May'2022 to Jun'2023 bill made with provisional and average basis. On dtd.14.11.2024 a new meter no.TWB644600 installed and then bill made on actual basis till date.

So, the bill to be revised from the date of supply to Apr'2016 as per the actual consumption of meter no.ORB04441 by spreading the units. Again, the bill from May'2022 to Jun'2023 to be revised by taking the average of actual six-month consumption of present meter no. TWB644600.

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 4132-1102-0208, having CD-1KW under LT-Domestic category, coming under ESO-I, Kuchinda & initial power supply effected on 06.01.2011. 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 January-2011 on actual basis, with meter No-"ORB04441" installed at site and provisional bill was charged for the month. Subsequently, actual bill and provisional bills were charged intermittently upto June-2017. June-2017 bill was charged on actual basis with recorded current reading of KWH"6988".

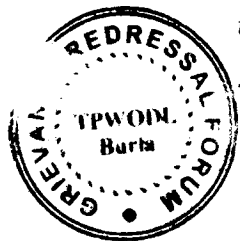
- 2) It was observed that January/February-2016 and March/April-2016 bill was charged abnormally with "7600" units and "6534" units respectively within a time span of 4/5 months from its last actual reading i.e. October-2015 billing with current reading of KWH" 2400".
- 3) Thereafter, Provisional and Average bills were charged from July-2017 to April-2019 on different units from time to time.
- 4) The ledger abstract revealed that a new meter bearing SL. No." LW288922" was installed in the premises on 09-May-2019 and then, actual bills continued to charge upto April-2022 & all the provisional bills charged previously after installation of the same meter were adjusted in subsequent billing months.
- 5) That, provisional and average bills were again charged from May-2022 to June-2023. It was further revealed from records that the power supply remained disconnected from 08-Aug-2023 and later, reconnected on 14-Nov-2024.
- 6) The ledger abstracts also revealed that another new meter bearing SL. No." TWB644600" was installed in the premises on 14-Nov-2024 and then, actual bills continued to charge since October-2024.
- 7) The Physical Verification Report dtd.21.05.2025 indicated that the existing meter bearing SL. No." TWB644600" has been found in running condition with meter status found "OK" and advanced meter reading recorded as KWH"000115".

The Forum on verifying the records, reports available on record, construed that the accumulated units of KWH" 6988" so recorded in meter No" ORBO4441" upto June-2017 billing are to be recasted/spreaded over on monthly average basis from the date of installation same meter. Again, the provisional/average energy bills charged from May-2022 upto the date of disconnection i.e. 08-Aug-2023, are to be revised on the basis of succeeding six months actual monthly average consumption recorded in meter No" TWB644600", from the date of installation of the same.

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.

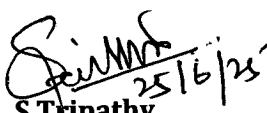
1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from the date of initial power supply, or, from the date of installation of meter No"ORBO4441" upto June-2017, on the basis of recasting/spreading over of total accumulated units of KWH"006988", so recorded in the aforementioned meter as on June-2017 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 May-2022 upto the date of disconnection i.e. 08-Aug-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter No" TWB644600", 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
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to: -

1. Surendra Bagh, At-Saida, Po-Kuchinda, Dist-Sambalpur-768222.
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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/230/2025)

