

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/BNED/ (Final Order)/ 249(4)

Date: 30.06.2025

Present:

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

1	Case No.	BRL/234/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Dhanurjay Mallik At/Po-Lamtibahal, Brajrajnagar Dist-Jharsuguda	4171-2706-0033	9937801389	
3	Respondent/s	SDO (Elect), Brajrajnagar, TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	20.05.2025			
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	20.05.2025			
9	Date of Order	30.06.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

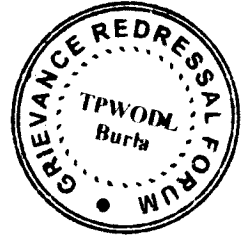
Place of Camp: SDO Office, Brajrajnagar, TPWODL, Brajrajnagar

Appeared

For the Complainant- Dhanurjay Mallik

Represented by Sagar Kumar Behera

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



GRF Case No- BRL/234/2025

Dhanurjay Mallik

At/Po-Lamtibahal, Brajrajnagar

Dist-Jharsuguda

Consumer No-4171-2706-0033

VRS

SDO(Electrical), Brajrajnagar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sagar Kumar Behera, C/o - Dhanurjay Mallik (Consumer) appeared in the hearing on Dt. 20.05.2025 at the camp held at SDO Office, Brajrajnagar & filed the petition objected about average bills charged against his domestic connection during the period from 2014 to 2021. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the average billing disputes in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted ledger copy for the period from Feb'2001 to Apr'2025, written version on 30.05.2025 and physical verification report on 20.05.2025 through e-mail dtd. 30.05.2025 in this case. In reply to the case the opposite party has submitted the following facts :-

1. The date of power supply to the consumer is 01.01.1990.
2. The consumer was billed on provisional & average basis from the month of Apr'2014 to Oct'2021. After that, the meter was changed on Aug'2024(TWSP51199439). After meter change billing were done in actual basis.

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 4171-2706-0033 having CD 2.50KW under LT-Domestic category, coming under ESO-Lamtibahal & initial power supply effected on 01.01.1990. 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 ledger abstract that average bills continued to charge till December-2010 @210 units per month, as the meter No" WESCO167425" was declared as defective. The Opposite Party could have avoided this long charging of average bills, if a new meter were installed in a timely manner.
- 2) The ledger abstract revealed that a new meter bearing SL. No." 8004388" was installed and updated in billing during January-2011 and then, actual/provisional bills charged thereafter till March-2014, but then, average bills were again continued to charge from April-2014 to October-2021 @220 uits/270 units/360 units per month from time to time.




- 3) That, another new meter SL No." TWSP51199439" was installed in the premises on 20.05.2025 and actual bills continued to charge thereafter.
- 4) The Physical Verification Report dtd.20.05.2025 indicated that the existing meter bearing SL No."TWSP51199439" has been found in running condition with meter status found "OK" and advanced meter reading recorded as KWH"000132".
- 5) It was also observed from the records that the closing outstanding as on October-2024 and November-2024 stood at Rs.218531.50/- and Rs.106386.00/- respectively. However, the reason for such change in the arrear outstanding could not be traced, as there was no payments made towards the same by the Opposite Party.

The Forum on verifying the records, reports available on record, construed that the average bill charged upto and including two years prior to installation of meter No" 8004388" are to be revised on the basis of succeeding six months actual monthly average consumption recorded in meter No" 8004388", from the date of installation of the same. Further, the average bills so charged upto and including two years prior to installation of meter No" TWSP51199439" are to be revised on the basis of succeeding six months actual monthly average consumption recorded in meter No" TWSP51199439", from the date of installation of the same , 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.

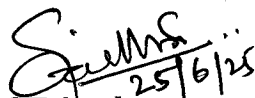
1. *The Opposite Party is directed to revise the energy bills charged from January-2009 to December-2010, on the basis of actual monthly average consumption recorded in meter No" 8004388", on the basis of succeeding six months actual monthly average consumption recorded in the aforementioned meter, from 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 revise the energy bills charged from November-2019 to October-2021, on the basis of actual monthly average consumption recorded in meter No" TWSP51199439", on the basis of succeeding six months actual monthly average consumption recorded in the aforementioned meter, 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.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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. Dhanurjay Mallik, At/Po-Lamtibahal, Brajrajnagar, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Brajrajnagar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
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/234/2025)

