

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/JED/ (Final Order)/284 (4)

Date: 30/06/2025

Present:

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

1	Case No.	BRL/257/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Rukman Rana At-Mundrajore, Ampada, Dist-Jharsuguda	4135-2808-0518	6370295065	
3	Respondent/s	SDO (Elect), Jharsuguda-II		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	20.06.2025			
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	20.06.2025			
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: ESO Office, Laikera

Appeared

For the Complainant- Rukman Rana

For the Respondent - SDO(Elect),Jharsuguda-II, TPWODL.

GRF Case No- BRL/257/2025

Rukman Rana
At-Mundrajore, Ampada
Dist-Jharsuguda
Consumer No-4135-2808-0518

VRS

SDO(Elect),Jharsuguda-II, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Rukman Rana appeared in the hearing on Dt. 20.06.2025 at the camp held at ESO Office, Laikera. The Complainant filed the petition objected to abnormal energy bills charged against his domestic connection. The complainant could not emphatically submit the period and nature of billing dispute but confirmed to the fact that he had deposited Rs.10000/- during Mar-2025 with a hope to revise/settle the previous abnormal bills accordingly. 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 not submitted any relevant documents except a Physical Verification Report carried out on Dt.25.05.2025 in this case.

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 4135-2808-0518, having CD-1KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 27.12.2011. 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 billing records that 1st energy bill was charged to the complainant in December-2013 on actual basis with meter No" 6381919" installed at site.
2. That, actual bills continued upto October-2015 and meter readings were advanced upto KWH" 1080" in meter No" 6381919", as recorded for the month.
3. That, November/December-2015 bill was charged on provisional basis, as no advanced readings were recorded for billing purposes.
4. That, January/February-2016 bi-monthly bill was charged abnormally on actual basis with "8920" units in a single month, although no advanced reading was recorded for the month, thereby considering the meter consumption as "once rounded", from the initial reading of KWH" 1080".

5. Thereafter, average bills were continuously charged from March-2016 to August-2019 @64 units/108 units/144 units on bi-monthly basis from time to time. The Forum observed that the January/February-2016 bill so charged on actual basis was wrongly generated. Again, the same meter turned out to be defective just after February-2016, as there were no advancement of readings recorded for billing.
6. It was revealed from the records that the average bills so charged from April-2023 to August-2023 were already revised by the Opposite Party on the basis of consumption recorded in subsequent meter No" TWSP51045682" and Rs. 1299.17/- was deducted (credited back) from the consumer account on 06-08-2024.
7. The licensee's soft records (FG/Samadhan App) revealed that a new meter bearing SL. No- "LW293931" was installed in the premises on 16-Oct-2019, replacing the old meter No" 6381919" and actual bills continued to charge thereafter.
8. It was also pointed out that another new smart meter bearing SL. No-" TWSP51045682" was installed in the premises on 22-Sep-2023, replacing the old defective meter No" LW293931" and actual bills continued to charge till last billing.
9. The Physical Verification Report dtd.25.05.2025 indicated that the existing meter No" TWSP51045682" has been found in running condition with advanced meter reading recorded as KWH"001453".

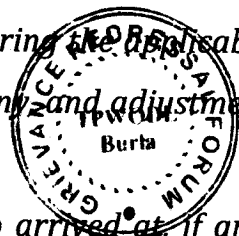
The Forum on verifying the records, reports available on record, construed that the wrong energy bills so charged particularly from November-2015 to February-2016 are to be revised by the Opposite Party on the basis of actual monthly average consumption recorded in the subsequent meter No." LW293931". However, the Opposite Party may initiate the process of bill revision for the remaining average billing period from March-2016 to August-2019, considering their internal bill revision mechanism in force.

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

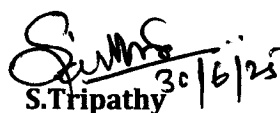
1. *The Opposite Party is directed to revise the energy bill charged to the complainant from November-2015 to February-2016 on the basis of actual monthly average consumption recorded in the subsequent meter No." LW293931", considering initial meter reading as on the date of installation of aforementioned meter and final reading as KWH"000 721" as on September-2020 billing, 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 reasonable 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
30/6/25

Member (Finance)
Member



A.K. Satapathy
(President)
President

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

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Rukman Rana, At-Mundrajore, Ampada, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Jharsuguda-II, 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/257/2025)