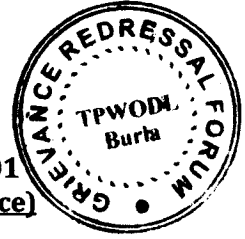


By Regd. Post/Courier/By hand

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)/ 285 (4)

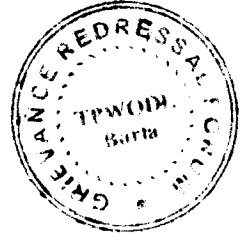
Date: 30/06/2025

Present:

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

1	Case No.	BRL/259/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sushila Naik C/o-Dibakara Naik At-Majurdima, Dist-Jharsuguda		4135-2813-0003	9692456759
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			

(Signature)
President
Grievance Redressal Forum
TPWODL, Burla, 768017



Place of Camp: ESO Office, Laikera

Appeared

For the Complainant- Sushila Naik
Represented by Dibakara Naik

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

GRF Case No- BRL/259/2025

Sushila Naik
C/O-Dibakara Naik
At-Majurdima
Dist-Jharsuguda
Consumer No-4135-2813-0003

VRS

SDO(Elect), Jharsuguda-II, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Dibakara Naik on behalf of Smt Sushila Naik appeared in the hearing on Dt. 20.06.2025 at the camp held at ESO Office, Laikera. The Complainant filed the petition objected to provisional & average energy bills charged against his domestic connection during the period from 2013 to 2018. 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.24.05.2025 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 4135-2813-0003, having CD-1.50KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 30.11.1998. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The Complainant filed the petition objected to provisional & average energy bills charged against his domestic connection during the period from 2013 to 2018. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.
2. The ledger abstract revealed that a new meter SL. No." 1822108" was installed and updated in billing during January/February-2004 and thereafter, actual bills continued to charge till April-2012 billing.


President

Grievance Redressal Forum
TPWODL, Barta - 768017

3. That, provisional bills from May-2012 to December-2014 and then, average bills from January-2015 to March-2020 were charged @ 162 units/218 units on bi-monthly basis from time to time.
4. The licensee's soft records(FG/Samadhan App) revealed that a new meter bearing SL. No. "LW538300" was installed in the premises on 16-Mar-2020, replacing the old meter No. 1822108" and actual bills continued to charge thereafter till November-2021 billing. Subsequently, December-2021 & January-2022 bills were charged on provisional basis that were not adjusted later.
5. It was also pointed out that another new smart meter bearing SL. No- "WHL013549" was installed in the premises on 13-Feb-2022, replacing the old defective meter No. LW538300" and actual bills continued to charge till October-2023. And, then another new meter bearing SL. No- "TWNX510992" was installed at site on 28-Dec-2023.
6. The Physical Verification Report dtd.24.05.2025 indicated that the existing meter No "TWNX510992" has been found in running condition with advanced meter reading recorded as KWH"000732".

On verifying the records, reports available on record and the petition filed by the complainant, The Forum construed that the average energy bills so charged particularly from March-2018 to February-2020(limited to two years) are to be revised by the Opposite Party on the basis of actual monthly average consumption recorded in the subsequent meter No." LW538300", as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

ORDER

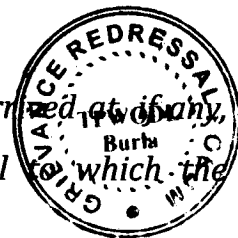
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

- The Opposite Party is directed to revise the energy bill charged to the complainant from March-2018 to February-2020 on the basis of succeeding six months actual monthly average consumption recorded in the subsequent meter No." LW538300", from the date/month of installation of the same meter, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
- 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

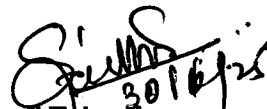
Grievance Redressal Forum
TPWODL

3. The Complainant is directed to pay the revised billed amount so arrived at, 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)

Grievance Redressal Forum

Copy to: - TPWODL, Burla - 768017


A.K. Satapathy

(President)

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Sushila Naik, C/O-Dibakara Naik, At-Majurdima, 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/259/2025)