

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)/ 286(4)

Date: 30/06/2025

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

1	Case No.	BRL/261/2025																																			
2	Complainant/s	Name & Address Prabhasini Kalo At-Thakurpada, Niktimal, Dist-Jharsuguda		Consumer No 4135-2812-0652	Contact No. 8456948559																																
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-	<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	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																																			

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Laikera

Appeared

For the Complainant- Prabhasini Kalo

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

GRF Case No- BRL/261/2025

Prabhasini Kalo

At-Thakurpada, Niktimal

Dist-Jharsuguda

Consumer No-4135-2812-0652

VRS

SDO(Elect),Jharsuguda-II, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Prabhasini Kalo 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. The complainant could not emphatically submit the period and nature of billing dispute. 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.24.06.2025 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 4135-2812-0652, having CD-0.03KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 23.04.2013. 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 February-2019 on actual basis with initial meter No" 5241626" installed at site. Average bills were raised till December-2003 billing.
2. As per the petition filed by the complainant, the Forum observed from the ledger abstract that November-2020 bill was charged abnormally with" 7970" units, considering the initial meter reading of KWH"002030" as on July-2020 and no current reading recorded for the month in meter No" 5241626", thereby considering the meter readings as once rounded. Previously, July-2020 to October-2020 bills were charged on provisional basis.

3. That, provisional bills were raised from December-2020 to April-2021.
4. The licensee's soft records (FG/Samadhan App) revealed that a new meter bearing SL. No-"LW536733" was installed in the premises on 11-Apr-2021, replacing the old meter No" 5241626". The provisional bill so charged in April-2021 was adjusted fully in May-2021 billing.
5. The Physical Verification Report dtd.24.06.2025 indicated that the existing meter No" LW536733" has been found in running condition with advanced meter reading recorded as KWH"000262".

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 July-2020 to March-2021 are to be revised by the Opposite Party on the basis of actual monthly average consumption recorded in the subsequent meter No." LW536733", as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

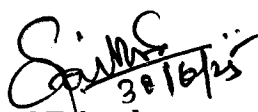
ORDER

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 bill charged to the complainant from July-2020 to March-2021 on the basis of succeeding six months actual monthly average consumption recorded in the subsequent meter No." LW536733", 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.*
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: -

1. Prabhasini Kalo, At-Thakurpada, Niktimal, 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/261/2025)

President
Grievance Redressal Forum
TPWODL, Burla - 768017