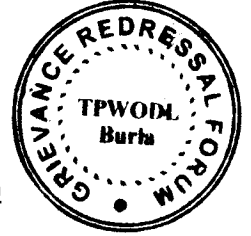


Grievance Redressal Forum
TPWODL, BURLA
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017
Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601
Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 289 (4)

Date: 30/06/2025

Present:

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

1	Case No.	BRL/272/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Boka Meher C/O-Bijaya Laxmi Meher At/Po-Kanaktura, Dist-Jharsuguda		4172-2303-0028	9178348028																																
3	Respondent/s	SDO (Elect), Belpahar			Division B.N.E.D, TPWODL, Brjarajnagar																																
4	Date of Application	24.06.2025																																			
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> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</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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6. Others																																					
8	Date(s) of Hearing	24.06.2025																																			
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, Bandhbahal

Appeared

For the Complainant- Boka Meher
Represented by Bijaya Laxmi Meher



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

GRF Case No- BRL/272/2025

Boka Meher
C/O-Bijaya Laxmi Meher
At/Po-Kanaktura,
Dist-Jharsuguda
Consumer No-4172-2303-0028

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt Bijaya Laxmi Meher on behalf of Boka Meher appeared in the hearing on Dt. 24.06.2025 at the camp held at ESO Office, Bandhbahal. The Complainant filed the petition objected to provisional energy bills charged against his domestic connection particularly from December-2013 to December-2017. 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 submitted billing abstract from Jun-2005 to Aug-2021 & a Physical Verification Report carried out on Dt.16.06.2025 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 4172-2303-0028, having CD-2.00KW under LT-Domestic category, coming under ESO-Panchgaon & 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 examining the case in detail, the Forum observed from the billing records that actual bill was charged in October-2014 as per consumption recorded in meter No" 8046223".
2. That, provisional bills were charged from November-2013 to December-2017 @824 units on bi-monthly basis, as no advanced consumption was recorded for billing.
3. The licensee's soft records (FG/Samadhan App) revealed that a new meter bearing SL. No-" WLT069996" was installed and updated in billing during January/February-2018, replacing the old meter No" 8046223" and actual bills continued from January-2018 to April-2019.
4. That, provisional bills were charged subsequently from May-2019 to October-2020 @136 units on bi-monthly basis.

5. The ledger abstract revealed that another new meter SL. No." LW374068" was installed in the premises on 28-Nov-2020 and actual bills continued to charge till July-2023 billing. Thereafter, provisional/average bills were raised from August-2023 to December-2023.
6. It was further pointed out that another new meter SL. No." TWNX303436" was installed in the premises on 19-Feb-2024 and actual bills continued to charge till last billing.
7. The Physical Verification Report dtd. 16.06.2025 indicated that the existing meter No." TWNX303436" has been found in running condition with advanced meter reading recorded as KWH"001777".
8. The licensee's soft records (FG/Samadhan App) revealed that the previous energy bills charged from December-2020 to February-2022 were revised by the Opposite Party, due to meter change assessment carried out and Rs. 670.44/- was deducted from the consumer account. It was also observed from the FG database that Rs. 3311.13/- was added(debited) to the consumer account, due to bill revision carried out by the Opposite Party on the ground of delay meter updation done for the defective period billing from 23-08-2023 to 19-02-2024.

On verifying the records, reports available on record and the petition filed by the complainant, the Forum construed that the provisional energy bills so charged particularly from January-2016 to December-2017 (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." WLT069996", 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 January-2016 to December-2017 on the basis of succeeding six months actual monthly average consumption recorded in the subsequent meter No." WLT069996" 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.*


President

Grievance Redressal Forum
TBN/ODL, Baroda - 360017

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

Grievance Redressal Forum

Copy to: - TPWODL, Burla - 768017


A.K. Satapathy

(President)
President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Boka Meher, C/O-Bijaya Laxmi Meher, At/Po-Kanaktura, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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/272/2025)