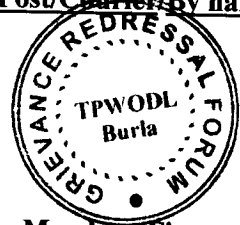


Grievance Redressal Forum

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 B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 64 (4)

Date: 28/02/2025

Present:Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/28/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Parmananda Behera At-Kushkhalia Po-Palsama, Dist-Deogarh-768109		4141-1313-0274	9437235740
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	17.01.2025			
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	17.01.2025			
9	Date of Order	28/02/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bhudapal

Appeared

For the Complainant- Parmananda Behera

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

GRF Case No- BRL/28/2025

Parmananda Behera

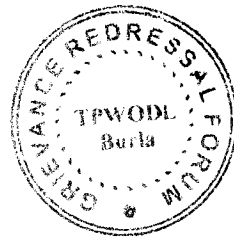
At-Kushkhalia Po-Palsama,

Dist-Deogarh

Consumer No-4141-1313-0274

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Parmananda Behera appeared in the hearing on Dt. 17.01.2025 at the camp held at ESO Office, Bhudapal and submitted a written complaint wherein he has raised objection about wrong additional energy bill of Rs.13000/- during Jan Jan-2023 in spite of claiming all dues up to Dec-2023. The complainant's father submitted that on enquiring about such billing, the meter reading intimated that due to wrong submission of reading for billing, such erratic bill had been raised. The complainant also averred that by the time a new meter was installed during April-2024, the arrears were accumulated up to Rs.23000/-. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Sept-2004 to Dec-2024, a PVR carried out on 31.01.25, a sundry adjustment covers sheet & calculation sheet along with written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the supply given to consumer premises on 13.08.2004 with meter no "1991584" under 'DOM' category with CD-2.00 KW.
2. The bill served to consumer on actual basis up to June-2021 (Meter No-"70307194"). Then provisional/average bill served to consumer from July-2017 to Dec-2017.
3. The Meter No "WLT70849" was installed on 06.01.2018 with IMR=0 and then the electricity bill served to consumer on actual basis up to Jan-2024.
4. It can be observed in the billing month of Jan-2024, the meter reader punched CMR as '9268', so abnormal high 2208 unit billed (IMR=7060 & CMR=9268) & Rs.13809.18 charged to consumer account.
5. The average bill served to consumer from Feb-2024 to March-2024 already been revised at this end on 12.11.2024 and amount of Rs.8148.72 withdrawn & reflected in consumer ledger.
6. The Meter No "TWB115531" was installed on 09.04.2024 with IMR=0, then onwards the electricity bill served to consumer on actual basis.
7. The opposite party further observed that bill revision may be done on the basis of "Recast of reading" from Feb-2018 to Jan-2024 recorded in meter no "WLT070849" and the average billing from July-2017 to Dec-2017 may be revised by taking actual monthly average consumption recorded in meter no "WLT070849".

OBSERVATION

The case is perused 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 4141-1313-0274, having CD-2.00KW under LT-Domestic category, coming under ESO-Budhapal & initial power supply effected on 13.08.2004. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,


1. That, as per complainant petition filed regarding abnormal bills charged particularly after Dec-2022, it observed from ledger abstract that a new meter SI No-"WLT070849" was installed and updated in billing during Jan-2018 and actual bills continued to charged till Jan-2024.
2. That, however, Jan-2024 bill was raised on actual basis with '2208' units, considering the current reading of KWh '9268' and initial meter reading of KWh '7060' as recorded in above mentioned meter, thereby charging Rs.13809.18/- for the month abnormally.
3. That, on 09.04.2024 a new meter SI No "TWB11553" was installed in the premises, replacing the old meter No "WLT070849" as per records obtained from FG data base (Licensee soft records).
4. The average abnormal actual bill charged from Feb-2024 to Mar-2024 have already been revise by opposite party and an amount of Rs.8148.72/- has been deducted (credited back) from the consumer account.
5. That, the closing arrear outstanding as on Dec-2023 was Rs.3399.27/- and arrear outstanding as on Dec-2024 stood at Rs.1585.53/-.
6. The physical verification report Dt. 31.01.2025 indicated that the existing meter SL No "TWB115531" has seen in running condition with advanced meter reading recorded as KWh-'1363' having meter status found OK.

Hence, from the above mentioned facts, statements available on record, the Forum construed that the energy bill so charged from Jan-2018 to Jan-2024 are to be revised by recasting the total accumulated units of '9268' KWh on monthly average basis as recorded in meter SL No "WLT070849" during Jan-2024 billing.

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 Jan-2018 to Jan-2024 on the basis of recasting/spreading over the total accumulated units of KWh- '9268' on monthly average consumption basis, as recorded in meter SI No- "WLT070849" during Jan-2024 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 applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.*

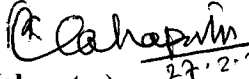


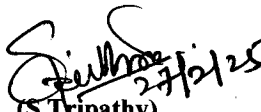
Forum member


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


B. Mahapatra
(Co-Opted Member)
Co-opted Member


(S. Tripathy)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Copy to: - Grievance Redressal Forum

Grievance Redressal Forum

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Parmahanda Behera, At-Kushkhali Po-Palsama, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is either by this order or of the Grievance Redressal Forum in time, 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) or Odisha Electricity Regulatory Commission At-Plot No-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/28/2025)