

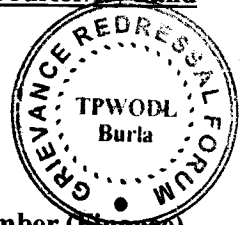
By Regd. Post/Courier/By hand

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



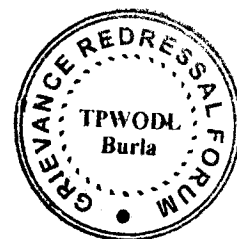
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 113 (4)

Date: 26/03/2025

Present:

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

1	Case No.	BRL/72/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sarpanch Huma GP C/O-Satyanarayan Meher At/Po-Huma Dist-Sambalpur-768113		4162-3308-0018	8658600753																																
3	Respondent/s	S.D.O (Elect), Dhanupali			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	10.02.2025																																			
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	10.02.2025																																			
9	Date of Order	26/03/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			



Place of Camp: ESO Office, Dhama

Appeared

For the Complainant- Sarpanch Huma GP
Represented by Satyanarayan Meher

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

GRF Case No- BRL/72/2025

Sarpanch Huma GP
C/O- Satyanarayan Meher
At/Po-Huma
Dist-Sambalpur
Consumer No-4162-3308-0018

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Dhanupali, TPWODL.

GIST OF THE CASE

Sri Satyanarayan Meher on behalf of Sarpanch Huma GP appeared in the hearing on Dt. 10.02.2025 at the camp held at ESO Office, Dhama and submitted a written complaint wherein he has raised objection about wrong energy bill charged during Jan-2024 for Rs.294969.00. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted a PVR carried out on 03.03.25 & written statement in this case. In reply to the case the Opposite Party submitted the following facts.

1. Consumer's billing was provisional basis from Aug-2017 to March-2022.
2. Actual bill was generated in May-2022 and provisional bill from Aug-2017 to March-2022 were adjusted.
3. In July-2022 provisional bill of 644 units was generated.
4. No bills were generated from Aug-2022 to December-2023.
5. In Jan-2024 a provisional bill of 18 month was generated total of 37003 units which seems abnormal.
6. A new Meter SI No "TWSP51148339" was installed on Dt.27.02.2024.
7. From Feb-2024 to Jan-2025 billing is in actual basis.

The Opposite Party recommended that bill from July-2022 to Jan-2024 may be revised by taking new meter's actual consumption.

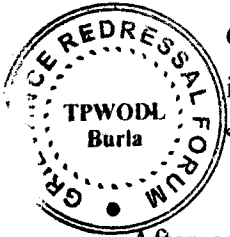
OBSERVATION

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 4162-3308-0018, having CD-1.00KW under LT-General Purposes category, coming under ESO-Dhama & 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, regarding abnormal bill charged in Jan-2024 with an amount of Rs.294696/, the Forum observed from FG records (Licensee soft records) that, provisional bill of "37003" units was charged in Jan-2024, considering 18 months periods at a stretch that lead to charging of such abnormal bill amount. It

was pointed out that there was negative arrear balance of Rs. (-)2533.57 as opening balance as on Jan-2024.

2. It was revealed that the provisional bill charged from Aug-2017 to Mar-2022 were adjusted in subsequent billing and the last previous bill was charged on provisional basis in Jan-2022 billing with "644" units, since the old meter (Meter SI No-WEP00008) was advanced upto "18712" KWh (as recorded in May-2022 billing) and remained stuck after that. There has been no trace of billing done afterwards between Aug-2022 to Dec-2023 (even though no disconnection record was found).
3. It was pointed out that a new Meter SI No-"TWSP51148339" was installed in the complainant's premises on 27.02.2024. and updated in billing during Jan-2024 (replacing the old Meter No-WEP00008).
4. The ledger abstract indicated that actual bills have been continuing since March-2024 billing onwards, as per advanced consumption recorded in Meter SL No-"TWSP51148339". March-2024 bill was charged on actual basis with "32" units, considering the current meter reading as KWh-"000088" and initial reading was KWh-"000056"
5. The Opposite Party could not submit the reason for charging such abnormal bill in Jan-2024. Further, no steps taken by the Opposite Party till date to revise the erroneous bill charged.



On examining the case in detail, the Forum construed that the abnormal energy bill charged in Jan-2024 is to be revised on the basis of actual monthly average consumption recorded in meter SI No - "TWSP51148339" in order to extend fair and reasonable justice to the complainant/consumer.

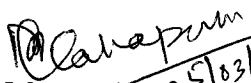
ORDER


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 in Jan-2024 on the basis of succeeding six months actual monthly average consumption as recorded in meter SI No-"TWSP51148339" from the date/month of installation of the same, 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


B. Mahapatra
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


(S. Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Sri Sarpanch Huma GP, C/O- Satyanarayan Meher ,At/Po-Huma, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Dhanupali, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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/72/2025)


President
Grievance Redressal Forum
TPWODL, Burla - 768017

