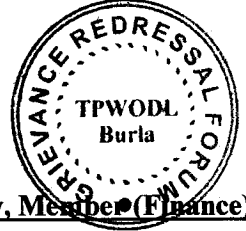


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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/SED/ (Final Order)/ 103(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/73/2025                                                                                              |   |                                                      |                                         |
| 2  | Complainant/s                                | Name & Address                                                                                           |   | Consumer No                                          | Contact No.                             |
|    |                                              | Kalandi Charan Pradhan<br>C/O-Kamal Kanti Pradhan<br>At-Jhankarpada, Po-Hirakud<br>Dist-Sambalpur-768106 |   | 4118-3206-0127                                       | 8917628665                              |
| 3  | Respondent/s                                 | S.D.O (Elect), Hirakud                                                                                   |   |                                                      | Division<br>S.E.D, TPWODL,<br>Sambalpur |
| 4  | Date of Application                          | 12.02.2025                                                                                               |   |                                                      |                                         |
| 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                           | 12.02.2025                                                                                               |   |                                                      |                                         |
| 9  | Date of Order                                | 26/03/2025                                                                                               |   |                                                      |                                         |
| 10 | Order in favour of                           | Complainant                                                                                              | √ | Respondent                                           | Others                                  |
| 11 | Details of Compensation awarded, if any.     | NIL                                                                                                      |   |                                                      |                                         |

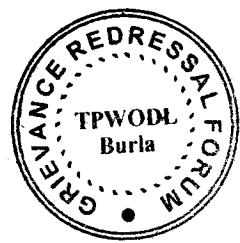
*(Signature)*  
**President**

**Place of Camp:** SDO Office, Hirakud

**Appeared**

**For the Complainant-** Kalandi Charan Pradhan  
Represented by Kamal Kanti Pradhan

**For the Respondent -** SDO(Electrical),Hirakud, TPWODL.



**GRF Case No- BRL/73/2025**

Kalandi Charan Pradhan  
C/O- Kamal Kanti Pradhan  
At-Jhankarpada, Po-Hirakud  
Dist-Sambalpur  
Consumer No-4118-3206-0127

**VRS**

SDO(Electrical), Hirakud, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Kamal Kanti Pradhan on behalf of Kalandi Charan Pradhan appeared in the hearing on Dt. 12.02.2025 at the camp held at SDO Office, Hirakud and submitted a written complaint wherein he has raised objection about wrong updation if meter change report in billing data base, which has resulted in wrong charging of additional bill amount. The complainant asserted that the meter No "LW569153" was actually installed in the premises in march-2020 but was wrongly updated in database as 28.08.2022. Hence, the complainant prayed before the Forum to direct the Opposite Party to correct the metering attributes into billing fold and revise the abnormal additional bills charged for necessary redressal of his grievances.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party could not submit any relevant document in this case.

**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 4118-3206-0127, having CD-1.54KW under LT-Domestic category, coming under ESO-Hirakud & 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, from Feb-2020 to March-2022, provisional bills were charged and from April-2022 to Nov-2022, average bills were raised.
2. It was observed from FG data base (Licensee soft records) that a new meter SI No-"LW569153" was installed in the premises on 28.08.2022, reflected in billing during Sept-2022. But, average bills continued to charged from Sept-2022 till Nov-2022.
3. Thereafter, actual bills continued to charge from Dec-2022 onwards.
4. The ledger abstract revealed that Rs.45,847.55/- was debited/added to consumer's Account on 27.12.2022 for revision of earlier bills from Aug-2022 to Nov-2022 (i.e. from the date of installation of above meter to Nov-2022) due to delay meter updation & on comparison of the average billing units with the new meter average consumption after installation of the same.
5. That, the complainant objected about wrong updation of (meter SI No-"LW569153") actual installation date of the existing meter. The Opposite Party was asked to submit the same meter installation protocol as updated in billing data base on 28.08.2022, to ascertain the exact date of installation. However, the Opposite Party failed to submit the same after giving sufficient reasonable time to furnish.

6. It was revealed from records that the meter SI No-"LW569153" was installed on 28.08.2022 and advanced reading as on Dec-2022 billing was recorded as "8044" KWh within a span of four month or so. Hence, it was inferred that the same meter might have been installed much before the updated date as 28.08.2022, especially considering the consumer category and load as Domestic and CD-1.54KW respectively. The Opposite Party failed to submit the exact date of installation of meter SI No-"LW569153" and hence, the Forum could not ascertain date of installation of above mete.

Therefore, the Forum construed that the bill revision carried out by the Opposite Party, considering the revision period from Aug-2022 to Nov-2022, thereby debiting Rs.45847.55/- effected in billing on 27.12.2022, is not justified and not genuinely charged. Hence, the Forum is of the considered opinion that the average billing raised from Jan-2021 to Dec-2022 are to be revised based on the six monthly actual average consumption recorded in meter SI No-"LW569153", to be derived by considering the period from Jan-2023 to June-2023.

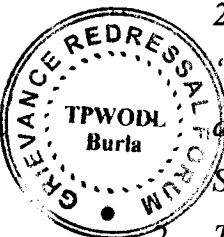
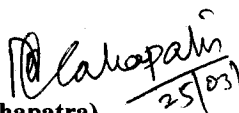
### ORDER

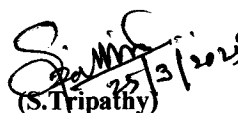
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. *The Opposite Party is directed to revise the energy bills charged from Jan-2021 to Dec-2022 on the basis of actual monthly average consumption as recorded in meter SI No-"LW569153" to be evaluated considering IMR as '8044' KWh and FMR as '9209' thereby, 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)  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

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

**Copy to: -**

1. Sri Kalandi Charan Pradhan, C/O- Kamal Kanti Pradhan, At-Jhankarpada, Po-Hirakud, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Hirakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/73/2025)

