

## Grievance Redressal Forum

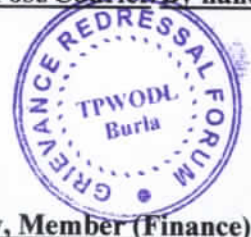
TPWODL, BURLA

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)/ 144 (4)

Date: 8/04/2025

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

Sri S.Tripathy Member(Finance)

|    |                                              |                                                                                                            |   |                                                      |                                           |
|----|----------------------------------------------|------------------------------------------------------------------------------------------------------------|---|------------------------------------------------------|-------------------------------------------|
| 1  | Case No.                                     | BRL/103/2025                                                                                               |   |                                                      |                                           |
| 2  | Complainant/s                                | Name & Address                                                                                             |   | Consumer No                                          | Contact No.                               |
|    |                                              | Smt Sushama Manjari Panda<br>C/O-Sweta Kumar Panda<br>House No ML-04, Mahabirpada<br>Dist-Sambalpur-768005 |   | 4162-3202-0170                                       | 9937823221                                |
| 3  | Respondent/s                                 | S.D.O (Elect), Dhanupali                                                                                   |   |                                                      | Division<br>S.E.E.D, TPWODL,<br>Sambalpur |
| 4  | Date of Application                          | 28.02.2025                                                                                                 |   |                                                      |                                           |
| 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                           | 07.03.2025                                                                                                 |   |                                                      |                                           |
| 9  | Date of Order                                | 8/04/2025                                                                                                  |   |                                                      |                                           |
| 10 | Order in favour of                           | Complainant                                                                                                |   | Respondent                                           | Others                                    |
|    |                                              |                                                                                                            |   |                                                      | ✓                                         |
| 11 | Details of Compensation awarded, if any.     | NIL                                                                                                        |   |                                                      |                                           |

**Place of Camp:** GRF Office, TPWODL, Burla

**Appeared**

**For the Complainant-** Smt Sushama Manjari Panda  
Represented by Sweta Kumar Panda

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

**GRF Case No- BRL/103/2025**

Smt Sushama Manjari Panda  
C/O- Sweta Kumar Panda  
House No ML-04, Mahabirpada  
Dist-Sambalpur  
Consumer No-4162-3202-0170

**VRS**

SDO(Electrical), Dhanupali, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Sweta Kumar Panda on behalf of Smt Sushama Manjari Panda appeared in the hearing on Dt. 07.03.2025 at GRF Office, Burla and submitted a written complaint wherein he has raised objection that during March-2020 the petitioner requested the meter reader namely Sri Manoj Mirdha not to raise the monthly billing which might resulting charging of approximate bill of Rs.80,000/- due to abnormal meter reading recorded in the said month & also requested for replacement for such meter which might have been found defective in behaviour. That, without taking any action on the defective meter, the meter reader raised a bill for the month of June-2020 to the tune of Rs.79,032/- on 11.08.2020. That, as no action was taken the petitioner served a letter to the SDO, Dhanupali & Executive Engineer, SEED, TPWODL, Sambalpur on 30.10.2021 for redressal of her grievances. However, on request to the concerned SDO the Opposite Party furnished the billing abstract to the petitioner relating to the period from April-2019 to Aug-202. On examining the abstract in detail, the petitioner surprised to know that there was difference in amount charged during June-2020 billing between the actual bill copy served & the ledger abstract so collected. The petitioner noticed that Rs.79,032/- was charged in the bill of June-2020 (served to her) but ledger abstract indicated that the said month bill was raised on provisional basis showing the consumption of 181 units to the tune of Rs.735.83/-. The petitioner got to know that no abnormal amount of bill of Rs.79,032/- were found nowhere in the ledger abstract. The petitioner further submitted that, after acknowledging the fact of tempering of records a letter was served on the then SDO, Dhanupali & Executive Engineer, SEED, TPWODL, Sambalpur to initiate proceeding under section 420, 467, 468 & 476 of IPC against the accused person. The Opposite Party however agreed & assured for deletion of absurd demand & replacement of meter. To her utter dismay, no action was taken by the opposite parties due to which the petitioner sought for the information under RTI Act 2005 vide for application Dt. 17.09.2022 from the PIO office of the Executive Engineer SEED, Sambalpur. However, no reply has been received till date. The petitioner further contended that she is not liable for such deceptive charges & unable to meet the demand which is false unjust & unfairly charged. In this contest the complainant submitted a copy of letter addressed to SDO, Dhanupali Dt.22.06.2020 requesting for replacement of electric meter, the copy of ledger abstract from April-2019 to Aug-2021, a copy of letter addressed to SDO, Dhanupali Dt.23.11.2021, requesting for not taking any adverse action against the complainant, a copy of RTI application Dt.16.09.202, a copy of energy bill for the month of June-2022, a copy of letters addressed to Executive Engineer, SEED, Sambalpur & SEEC, Ainthapli, Sambalpur requesting for deletion of absurd demand & replacement of defective meter



Hence, the complainant prayed before the Forum to withdraw the illegitimate demand raised in June-2020 & also urged to take penal action against the errant & corrupt officer & also requested to direct the concern authority to pay compensation @ Rs.500/- per day till the disposal of the case.

### **SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger abstract from Feb-2021 to Feb-2025, copy of meter photo reading Dt. "Nil", a Physical verification report Dt.13.03.2025 & a written statement in this case. In reply to the case the Opposite Party submitted the following facts

1. Consumer billing was in provisional basis from March-2020 to July-2021.
2. Actual bill of 18 months of 17531 units was generated in Aug-2021 amounting Rs.99273.70 and provisional bills from March-2020 to July-2021 were adjusted.
3. In February-2020, meter reading was 11463 KWh and in Aug-2021 meter reading was 28994 KWh. So in Aug-2021, 17531 units were billed.
4. Consumer has produced an actual bill of June-2020 of 13616 units which was cancelled at BTL office due to suspicious wrong reading.
5. The ledger which was given consumer is showing that provisional bill and is not tampered as alleged by consumer.
6. As per meter reader, Manoj Mirdha, he was serving actual bills to the consumer every month, but those bills were cancelled by BTL office.
7. Actual bill of Aug-2021 was not cancelled and reflected in ledger.
8. The same meter bearing SI No WUV18651 is still present at the premises and the reading is progressing normally.
9. In FG the meter reading photo is also present which is showing reading 38802 KWh as on 04.03.2025.
10. As the meter reading was actual, bill revision is not possible. But at the back office a bill revision was done from by spreading reading from November-2016 to Aug-2021 and Rs.4536.50 was credited in the month of October-2024.

### **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 4162-3202-0170, having CD-1.00KW under LT-Domestic category, coming under ESO-Dhanupali & initial power supply effected on 08.12.1999. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, the complainant raised objection about abnormal erratic bill raised in June-2020. The Forum, on examining the facts observed from ledger abstract that a meter bearing SI No "WUV18651" was installed & updated in billing during Novv-2016, replacing the old meter No 1710612.
2. That, actual bills were raised on monthly basis thereafter till Feb-2020 upto the advanced meter reading of KWh "11463" as recorded in the aforementioned meter up to Feb-2020. Subsequently provisional bills were raised from March-2020 to July-2021.
3. That, as objected by the complainant regarding abnormal & erratic billing of Rs.79,032/- raised in June-2020, it was confirmed from the records that June-2020 bill was raised actually on provisional basis with 181 units, effected into the ledger accordingly with the current bill amount of Rs.735.83/-. It was also observed that no arrear stood as outstanding upto Feb-2020 billing. The forum pointed out that it



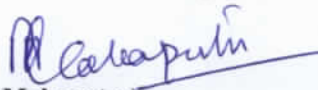
was due to wrong serving of bill in June-2020 with an amount of Rs.79,032/-, that led to obvious misunderstanding & mental agony in the minds of the complainant which remained unaddressed by the Opposite Party in a timely manner. The level of diligence & dexterity expected in execution of duties has not been met by the Opposite Party. The Forum condemns such late action & vouch to perform effectively to ensure effective services & seamless process to make it most simple, transparent & consumer friendly.


4. That, it was also revealed from records that, Aug-2021 bill was raised on actual basis with abnormal bill of Rs.86,646.96/-, considering the consumption units of 17531, so derived taking into account the initial meter reading of KWh "11463" as on March-2020 & current meter reading of KWh "28994" as on Aug-2021, as recorded in existing Meter No -"WUV18651". It was revealed that, the provisional bills so charged from March-2020 to July-2021 @ 181 units/month where finally adjusted in subsequent billing in Aug-2021, thereby deducting Rs.12,626.69/- as effected in billing for the month giving slab benefit to the consumer.
5. That, it was noticed from ledge abstract that actual bills have been raised thereafter from Aug-2021 onwards. The physical verification report Dt.13.03.2025 revealed that the existing meter bearing SI No "WUV18651" has been in running condition with advanced meter reading recorded as KWh "38875".
6. It was further noticed that the energy bills so charged from Nov-2016 to Aug-2021 was finally revised by the Opposite Party giving slab benefit to the consumer for the above mentioned period i.e., from the date/month of installation of existing Meter No "WUV18651" up to Aug-2021 (where in abnormal bill of 17531 units was charged in a single month) & Rs.81,924.91/- was credited (deducted from) back to the consumer with simultaneous charging of (debited of) Rs.77,388.41/- effected in consumer ledger during Nov-2024 with net credit effect of Rs.4536.50/- adjusted in billing.


From the above-mentioned facts & circumstances available on records the Forum is of the considered opinion that the Opposite Party has acted upon the grievances raised by the complainant & revised the abnormal bill so charged in Aug-2021. Again, the June-2020 bill charged with Rs.79,032/- wrongly served to the consumer was not finally added into consumer ledger which was accepted by the Opposite Party & also confirmed from the ledger abstract. Hence, the Forum construed that there is no further scope for revision of previous bills. On perusal of records & detail examination to the case the complainant learnt to have understood the facts of the case & finally agreed to pay the arrear electricity dues in suitable installments. Since, the complainant has urged for allowing her pay the total dues in eight monthly installments, the Opposite Party is accordingly advised to extend the same considering the rules & regulations as followed by the licensee to resolve the grievances in an amicable manner.

The case is hereby dismissed.

Accordingly, the case is disposed of.

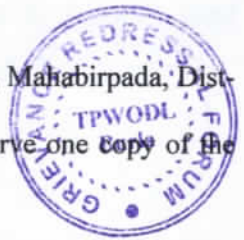
  
**B. Mahapatra**  
(Co-Opted Member)  
*Co-opted Member*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**  
Final Order (GRF Case No. BRL/103/2025)

  
(S. Tripathy)  
Member (Finance)  
*Member*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**  
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**A.K. Satapathy**  
(President)  
*President*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**


**Copy to: -**

1. Sri Smt Sushama Manjari Panda, C/O- Sweta Kumar Panda ,House No ML-04, Mahabirpada, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/103/2025)

  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**