

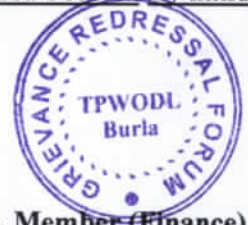
## Grievance Redressal Forum

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 Sovan Tripathy, Member (Finance)

Ref: GRF/Burla/Div/SED/ (Final Order)/ 135 (4)

Date: 28/03/2025

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

1	Case No.	BRL/104/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Radheshyam Nayak C/o- Hemanta Kumar Nayak At/Po-Satupali, Chipilima, Dist- Sambalpur.		4110-0103-0753	9556093616
3	Respondent/s	EE(Electrical), SED, TPWODL			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	10.03.2025			
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	10.03.2025			
9	Date of Order	28/03/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Chipilima, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Radheshyam Nayak

Represented by Hemanta Kumar Nayak

**For the Respondent -** EE(Elect.), SED, TPWODL, Sambalpur.

**GRF Case No- BRL/104/2025**

(1) Radheshyam Nayak

C/o- Hemanta Kumar Nayak

At/Po-Satupali, Chipilima,

Dist- Sambalpur

Consumer No.- 4110-0106-0753

**COMPLAINANT**

**VRS**

(1) EE(Elect.), SED, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Radheshyam Nayak bearing Consumer No **4110-0106-0753** represented by Hemanta Kumar Nayak under SED, TPWODL, Sambalpur has stated about from Feb'2020 although the meter bearing sl. no.2972659 running ok but excess bill are issued which may be corrected on actual meter reading advanced. Bills for the period from Feb'2020 to Dec'2023 corrected as per actual meter reading and reading advanced.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.


**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted billing history for the period from Apr'2018 to Jan'2025 in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-Irrigation and Pumping Agriculture consumer having CD 3kw with initial date of p/s 30.01.2010 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties, it is seen from the FG data base that a meter bearing sl. no. 2972659 has been installed on 07.02.2020 with IMR as "o" from the date of power supply to 07.02.2020 there was no meter installed for the complainant and the billing was continuing on average basis. There is no complaint till that date. After installation of this meter there is PL/Avg/Actual billing till Dec'2023. On 30.12.2023 the said meter sl. no.2972659 meter was replaced with a new smart meter bearing sl. no 10051617 with old meter sl. no.2972659 final meter reading of 24896 kwh. Therefore, the actual consumption for the period from 07.02.2020 to 30.12.2023 is 24896kwh. Therefore, there is wrong billing during the period and needs revision.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 07.02.2020 to 30.12.2023 for consumption of 24896. The DPS rise out of wrong billing of if any to be waved out.

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

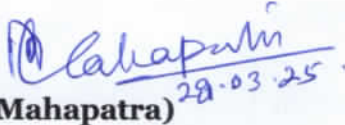


## ORDER

After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows:

1. The Opposite Party is directed to revise the bill for the period from 07.02.2020 to 30.12.2023 for consumption of 24896. The DPS rise out of wrong billing of if any to be waived out.
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 adjustments 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.
4. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.

  
29.03.25

**(B. Mahapatra)**

(Co-Opted Member)

*Co-opted Member*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**(A.K. Satpathy)**

President  
*President*

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

**Copy to: - (1)** Radheshyam Nayak, C/o- Hemanta Kumar Nayak, At/Po-Tihikipali, Chipilima, Dist- Sambalpur-768026

**(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/105/2025)

