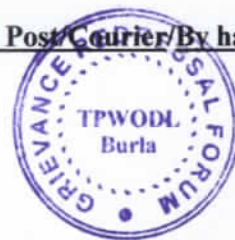


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 132(4)

Date: 28/03/2025

**Present:** Sri A.K.Satpathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri Sovan Tripathy, Member(Finance)

1	Case No.	BRL/136/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Amit Kumar Rout At/Po-Near Deer park Road, Park lane Road, Near Dr. Mahdals Res, Sonapali Dist- Sambalpur		4161-3209-0386	
3	Respondent/s	SDO(Electrical) Bhutapada, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	21.03.2025			
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	21.03.2025			
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:** SDO Office Bhutapada, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Amit Kumar Rout  
Represented by Meenakshi Rout

**For the Respondent -** SDO(Elect.) Bhutapada, TPWODL, Sambalpur.



**GRF Case No- BRL/136/2025**

(1) Amit Kumar Rout  
At/Po-Near Deer park Road, Park lane Road,  
Near Dr. Mahdals Res, Sonapali  
Dist- Sambalpur  
Consumer No.- 4161-3209-0386

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Bhutapada, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Amit Kumar Rout bearing Consumer No **4161-3209-0386** represented by Meenakshi Rout under SEED, TPWODL, Sambalpur has stated about billing dispute for the period from Aug'2014 to Jun'2018.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents 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-Dom consumer having CD 2kw with initial date of p/s 24.12.2005 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 observed that:-

1. Provisional bills were charged for the period from Dec'2005 to Aug'2008, Actual bill in Sep'2008, provisional auto adjustment done for only 02 months with meter sl. no."197707".
2. Provisional bill charged from Jan'2009 to Jul'2010, actual bill in Aug'2010 but automatic adjust meter for 02 months only.
3. Provisional bill charged from Feb'2011 to Mar'2012
4. A new meter with sl. no.9535622 installed in Jul'2012 and actual bill continued till Aug'2014. Thereafter average bill continuously raised from Sep'2015 to Dec'2017@622 units per month and then from Jan'2018 to May'2018@216 units per month.
5. Another new meter sl. no.WLTo7882 installed during Jun'2018 as per record and actual bills were raised thereafter actual billing is continuing till now.
6. During Dec'2016 an assessment done Rs 30,266/- was raised by TPWODL/WESCO.
7. Since, the inspection done on 16.03.2016, the Forum is of the opinion that to be revised limited to 02 years from the total period from Sep'2015 to May'2018, excluding the penal assessment period, as the Forum is constraint to pass necessary orders to revise the monthly billing so charged, considering actual monthly average consumption recorded in subsequent meter sl. no. WLTo7882(on six monthly average consumption) that was updated during June'2018.



## ORDER

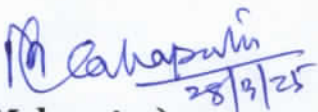
After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows:

1. The Opposite Party is directed to revise the energy bills charged for the period June'2016 to May'2018 as per actual monthly average consumption recorded in subsequent meter no.WLT07882(on succeeding six monthly average consumption from the date/month of installation of the same meter ), 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 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.

**The 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.



  
(B. Mahapatra)

(Co-Opted Member)

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

  
(Sovan Tripathy)

Member (Finance)

Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

President  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: - (1)** Amit Kumar Rout, At/Po-Near Deer park Road, Park lane Road, Near Dr. Mahdals Res, Sonapali, Dist- Sambalpur.

**(2)** Sub-Divisional Officer (Elect.) Bhutapada, SEED, 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/136/2025)