

**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/DED/ (Final Order)/ 2184

Date: 31/05/2025

Present:

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

1	Case No.	BRL/182/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Brusabhanu Das C/O-Santanu Ku Das (Son) At-Karsarloi, Po-Parposi, Ps-Laimura Dist-Deogarh-768108		4141-1518-0114	8260823901
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	15.04.2025			
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	15.04.2025			
9	Date of Order	31/05/2025			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Brusabhanu Das
Represented by Santanu Ku Das (Son)

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

GRF Case No- BRL/182/2025

Brusabhanu Das
C/O-Santanu Ku Das (Son)
At-Karsarloi, Po-Parposi,
Ps-Laimura, Dist-Deogarh
Consumer No-4141-1518-0114

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Santanu Ku Das, S/O Brusabhanu Das (Consumer) appeared in the hearing on Dt. 15.04.2025 at the camp held at ESO Office, Tileibani & filed the petition wherein he has raised objection about abnormal bills raised from Oct'2016 to Nov'2016. Hence, the complainant prayed before the Forum to resolve the billing dispute in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The opposite party not submitted any relevant documents except billing abstract from May-2013 to Feb-2025 in this case.

OBSERVATION


The case is pursued 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 4141-1518-0114, having CD-1.00KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 17.04.2013. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,


1. The ledger abstract revealed that actual bills were raised to the complainant from the date of power supply till Nov'2014. Nov'2014 bill was charged on actual basis considering the current reading of kwh "435", recorded in meter sl. no."8120565". Thereafter, provisional bills were raised from Jan'2015 to Sep'2016 @ 56 units on bi-monthly basis.
2. During Oct/Nov'2016, actual bill was charged with "2140" units, considering the advanced reading of kwh "2575" as recorded in aforementioned meter, thereby adjusting the provisional bills so raised from Jan'2015 to Sep'2016, amounting of Rs 1578.31/- for the month.
3. Subsequently, actual bills were continued to charge thereafter from Nov'2016 onwards as per advanced meter reading recorded in meter sl. no."8120565".

After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the accumulated units of KWh '2575' so recorded in meter Sl No "8120565" during Nov'2016 billing has been automatically adjusted in the same month. Hence, the energy bills so charged in Oct/Nov'2016 found to be genuinely raised as per advanced meter reading recorded in meter sl. no."8120565". Therefore, there is no further scope for revision of earlier bills.

Hence, the instant case petition is hereby dismissed.

Accordingly, the case is disposed of.


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


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

Copy to: -

1. Brusabhanu Das, C/O-Santanu Ku Das (Son), At-Karsarloi, Po-Parposi, Ps-Laimura, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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/182/2025)