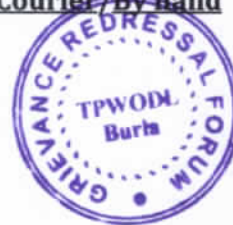


**Grievance Redressal Forum
TPWODL, BURLA**

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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 2914

Date: 03/07/2025

Present:

**Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/263/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhalabhadra Dhal At-Gelabada, Po-Girishachandrapur, Rairakhol, Dist-Sambalpur-768106		4164-3309-2527	8018500182
3	Respondent/s	SDO (Elect), Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	21.06.2025			
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	21.06.2025			
9	Date of Order	03/07/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Naktideol, TPWODL, Sambalpur

Appeared

For the Complainant- Balabhadra Dhal

Represented by Chakradhar Dahl

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



GRF Case No- BRL/263/2025

Balabhadra Dhal

At-Gelabada,

Po-Girishachandrapur, Rairakhol,

Dist-Sambalpur-768106

Consumer No-4164-3309-2527

COMPLAINANT

VRS

SDO(Electrical), Rairakhol, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Chakradhar Dhal, C/o Balabhadra Dhal (Consumer) appeared in the hearing on Dt. 21.06.2025 at the camp held at ESO Office, Naktideol. The Complainant filed the petition objected to abnormal high energy bills charged against his domestic connection. The complainant could not emphatically submit the exact nature and period of dispute. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except Physical Verification Report carried out on 02.07.2025 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 4164-3309-2527, having CD-0.06KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 16.06.2013. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) That, on examining the case in detail, the Forum observed from the billing records that 1st energy bill was charged to the complainant in February-2016 on provisional basis with "823" units recorded in initial meter No" 569945" updated for billing. April-2016 bill was also raised on provisional basis and then, May/June-2016 bi-monthly bill was charged on actual basis with "999" units, considering the current reading of KWH"1000".
- 2) That, Actual bills were charged from May-2016 to February-2019 and thereafter, average bills were raised from March-2019 to March-2025 on different units from time to time.
- 3) The licensee's soft records (FG/Samadhan App) revealed that a new smart meter bearing SL. No-" TPWODL1125956" was installed in the premises on 04-Nov-2022 but was updated in billing later on 28-Mar-2025, replacing the old meter No" 569945" and actual bills continued to charge from April-2025 onwards.

President
Grievance Redressal Forum
TPWODL, Burlu - 768017

- 4) The FG database revealed that bills charged from 04-Nov-2022 to 08-04-2025 have been already revised by the Opposite Party on the basis of actual meter consumption recorded in meter No" TPWODL1125956" & Rs.1106.01/- was added(debited) to the consumer account on 21-04-2025.
- 5) The Physical Verification Report dtd.02.07.2025 indicated that the existing meter No" TPWODL1125956" has been found in running condition with advanced meter reading recorded as KWH"000799".

On verifying the records, reports available on record and the petition filed by the complainant, the Forum construed that the average energy bills charged from 04.11.2020 to 03.11.2022(limited to two years) are to be revised by the Opposite Party based on the actual monthly average consumption recorded in the subsequent meter bearing SL. No." TPWODL1125956", as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019. Further, the total advanced units so accumulated during the period from 16.06.2013 (date of initial power supply) upto June-2016 billing are also to be revised by recasting the total units of KWH"1000"(as recorded in June-2016) on actual monthly average basis, so as to extend fair & reasonable justice to the complainant consumer.

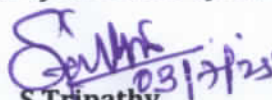
ORDER

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 for the period from 16.06.2013 (date of initial power supply) upto June-2016 billing, by recasting/spreading over of total accumulated units of KWH"1000" as recorded in meter No" 569945" upto June-2016 billing, on actual monthly average consumption basis, 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 revise average energy bills charged from 04.11.2020 to 03.11.2022, on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter No." TPWODL1125956", from the date/month of installation of the same (as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019), duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
3. *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.*
4. *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.


S. Tripathy
Member (Finance)
Member


A.K. Satapathy
(President)
President



Copy to: -

1. Balabhadra Dhal, At-Gelabada, Po-Girishachandrapur, Rairakhol, Dist-Sambalpur-768106.
2. Sub-Divisional Officer (Elect.) Rairakhol, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/263/2025).


President
Grievance Redressal Forum
TPWODL, Burla - 768017



Copy to: -

1. Balabhadra Dhal, At-Gelabada, Po-Girishachandrapur, Rairakhol, Dist-Sambalpur-768106.
2. Sub-Divisional Officer (Elect.) Rairakhol, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/263/2025).


President
Grievance Redressal Forum
TPWODL, Burla - 768017