

## 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.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 293 (4)

Date: 04/07/2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/264/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Arjun Dhal At-Gelabada, Po-Girishachandrapur, Rairakhol, Dist-Sambalpur-768106		4164-3309-2526																																	
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	21.06.2025																																			
9	Date of Order	04/07/2025																																			
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-** Arjun Dhal

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



**GRF Case No- BRL/264/2025**

Arjun Dhal  
At-Gelabada,  
Po-Girishachandrapur, Rairakhol,  
Dist-Sambalpur-768106  
Consumer No-4164-3309-2526

**COMPLAINANT**

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Arjun Dhal 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 4164-3309-2526, 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" 569957" 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-2024 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" but average bills continued to charge from November-2022 to March-2024 and then, actual bills continued to charge from April-2024 to February-2025. Thereafter, March-2025 bill was charged on average basis.

President

Grievance Redressal Forum  
TPWODL, Burla - 768017



- 4) The Forum further observed from the records that the meter No" TPWODL1125956" was actually installed against another service connection No"416433092527", instead of the complainants premises. Hence, the energy bills so charged on actual basis particularly from April-2024 to February-2025, based on the consumption recorded in meter No" TPWODL1125956", was found to be wrongly charged & astounded to note that how the same meter could be updated in billing database against both the consumer account as depicted in Samadhan App.
- 5) The Opposite Party failed to submit any reply statement to this effect. The FG database suggested that there was no meter installed & updated in billing from 04-Nov-2022 to 28-Apr-2025.
- 6) The Forum observed that the energy bills charged from 04-11-2022 to 07-05-2024 have been revised by the Opposite Party on the basis of actual consumption recorded in meter No." TPWODL1125956" and Rs. 919.25/- was added(debited) to consumer account on 16-05-2024. It was pointed out that there was wrong bill revision assessment done for the above period, taking into account the consumption recorded meter No." TPWODL1125956", which was not installed/available in the complainants premises.
- 7) The licensee's soft records (FG/Samadhan App) revealed that a new smart meter bearing SL. No-" TWST15109877" was installed in the premises on 29-Apr-2025 & actual bills continued to charge from April-2025 onwards.
- 8) The Physical Verification Report dtd.02-07.2025 indicated that the existing meter No" TWST15109877" has been found in running condition with advanced meter reading recorded as KWH"000024".

On verifying the records, reports available on record and the petition filed by the complainant, the Forum construed that the energy bills charged upto and including two years prior to the installation of existing meter SL. No." TWST15109877" are to be revised by the Opposite Party on actual monthly average basis, as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019. The Opposite Party is also required to revise the average energy bills charged upto and including two years prior to the installation of meter No" TWST15109877", based on succeeding six months actual monthly average consumption recorded in the above mentioned meter.

### ORDER

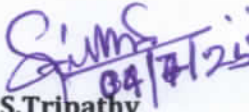
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


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" 569957" 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 upto and including two years prior to the installation of meter No" TWST15109877", on the basis of succeeding six months actual monthly average consumption recorded in the above mentioned meter, from the date/month of installation of the same, 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 120 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 five months from the date of the issue of this order.**

  
**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. Arjun 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/264/2025)