

## 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)/ 29241

Date: 03/07/2025

**Present:**

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/265/2025			
2	Complainant/s	Name & Address Suresh Mohapatra At/Po-Naktideol, Rairakhol, Dist-Sambalpur-768118		Consumer No 4164-3301-0250	Contact No. 8658484920
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-** Suresh Mohapatra

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



**GRF Case No- BRL/265/2025**

Suresh Mohapatra

At/Po-Naktideol, Rairakhol,

Dist-Sambalpur-768118

Consumer No-4164-3301-0250

**COMPLAINANT**

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Suresh Mohapatra 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 4164-3301-0250, having CD-1KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 04.05.2004. 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 June-2004 on actual basis with initial meter No"-569957" updated for billing.
- 2) That, average bills were charged continuously from November-2005 to June-2006 & from September-2006 to February-2021.
- 3) The licensee's soft records (FG/Samadhan App) revealed that a new smart meter bearing SL. No-"WLT210410" was installed in the premises on 07-Jul-2020 but was updated in billing during March/April-2021, replacing the old meter No" 1888555" and actual bills continued to charge from March-2021 onwards.
- 4) The Physical Verification Report dtd.02.07.2025 indicated that the existing meter No" WLT210410" has been found in running condition with advanced meter reading recorded as KWH"011131".

  
**President**  
Grievance Redressal Forum  
TPWODL, Buxi - 768017



- 5) That, the power supply was disconnected on 22-Aug-2023 & later, reconnected on 16-Dec-2023. However, December-2023 bill was abnormally charged on actual basis with "8943" units, considering initial reading of KWH"000228" and final reading of KWH"001515", thereby considering the current reading as meter "once rounded".
- 6) That, the Opposite Party has already revised the energy bills from August-2020 to March-2023 as per consumption recorded in the meter No" WLT210410" and Rs. 11642.55/- was deducted(credited) from the consumer account on 24-04-2023.

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." WLT210410" 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. Further, the energy bills charged from June-2023 to December-2023 are to be revised on actual monthly average basis, considering initial reading of KWH"005850" as on June-23 & final reading of KWH"7365" as on December-2023, as recorded in meter No" WLT210410", duly taking into account the disconnected period for revision purposes.


#### **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 average energy bills charged upto and including two years prior to the installation of existing meter SL. No." WLT210410", 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(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.*
  2. *The Opposite Party is directed to revise the energy bills charged from June-2023 to December-2023 on actual monthly average consumption basis, considering initial reading of KWH"005850" as on June-23 & final reading of KWH"7365" as on December-2023, as recorded in meter No" WLT210410", duly taking cognizance of the disconnected period while revising the above period bills, thereby 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 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. Suresh Mohapatra, At/Po-Naktideol, Rairakhol, Dist-Sambalpur-768118.
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/265/2025)