

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [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)/ 296 (4)

Date: 09/07/2025

**Present:**

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

1	Case No.	BRL/274/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sunil Kumar Dash At-847, Keloberni, Batgaon , Po-Rairakhol Dist-Sambalpur		4164-3302-3474	8658194427
3	Respondent/s	SDO,(Elect), Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	25.06.2025			
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	✓
		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	09.07.2025			
9	Date of Order	09/07/2025			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** GRF Office, TPWODL, Burla



**Appeared**

**For the Complainant-** Sunil Kumar Dash

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

**GRF Case No- BRL/274/2025**

Sunil Kumar Dash  
At-847, Keloberni, Batgaon , Po-Rairakhol  
Dist-Sambalpur  
Consumer No-4164-3302-3474

**COMPLAINANT**

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Sunil Kumar Dash appeared in the hearing on Dt. 09.07.2025 at GRF, Office, TPWODL, Burla. The Complainant filed the petition disputed about the additional charge of Rs. 1991.82/- raised in the bill dated. 07/04/2025, under bill revision adjustment, based on so called "meter change assessment". Despite multiple efforts via email & telephone to TPWODL Customer Care, no detailed clarification & breakdown of this charge was intimated to him. This has caused extreme mental distress & confusion, especially after repeated good faith attempts on his part. Finding no other alternatives, the complainant approached this Forum for detail examination to the case & direct the Opposite Party to not to disconnect the power supply & reverse the additional charge levied and issue a correct bill, if the amount is found unjustified. In this context, the complainant submitted the copy of energy bill of dtd.07/04/2025, the copy of disconnection notice, TPWODL email response & prior email complaints to the authorities.

The case being admitted, notice was issued to both the parties to appear before the Forum on 09.07.2025, wherein the complainant was present in person but, the Opposite Party remained absent for necessary hearing.

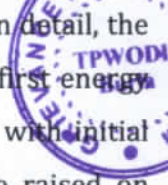
**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party could not submit any relevant documents, reports and the written statement in support of their views on the 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 4164-3302-3474, having CD-2.5KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 28.10.2021. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

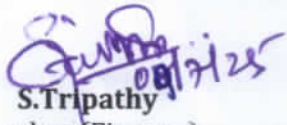


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1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the records (FG database & Samadhan App) that the first energy bill was charged to the complainant on provisional basis in October 2021, with initial meter SL. No. "WHL014028" installed at site. Noember-2021 bill was also raised on provisional basis. However, the provisional bills so charged from October-2021 to November-2021 were automatically adjusted in full in subsequent billing December-2021, as per the actual advanced consumption recorded in meter SL. No." WHL014028".
  2. Actual bills continued to charge thereafter from December-2021 to September-2023. The, October-2023 & November-2023 bills were again raised on provisional & Average basis.
  3. The ledger abstract indicated that bills raised from March-2023 to November-2023 were revised by the Opposite Party & Rs. 5196.04/- was deducted from (credited back to) the consumer account, effected on 10-01-2024. The Forum observed that actual bills so charged from March-23 to September-23 and the subsequent provisional/average bills from October-23 to November-2023, were revised by the Opposite Party, on the basis of actual advanced consumption recorded in the meter SL. No. "WHL014028"(that were not correctly raised previously) and the Opposite Party had acted upon the grievances accordingly & revised the above period bills with deduction of Rs. 5196.04/- finally adjusted in consumer account.
  4. That, actual bills were charged to the complainant subsequently from December-23 to February-2024, as per the advanced consumption recorded in the above-mentioned meter.
  5. That, March/April-2024 bill was charged on provisional basis with "292" units.
  6. The ledger abstract revealed that a new meter bearing SL. No- "TWB155173" was installed in the premises on 01-Jun-2024, replacing the old meter No." WHL014028"and actual bills continued to charge thereafter.
  7. It was observed from records that Rs. 1991.82/- was additionally debited(added) to the consumer's account on the basis meter change assessment carried out by the Opposite Party, effected in consumer ledger on 27-03-2025. This additional bill so raised by the Opposite Party, re-assessing the previous energy bills for the period from 06-03-2024 till the date of new meter installation i.e. on 01-06-2024 (i.e. 87 days revision period) with post assessment chargeable units of "000397", on the basis of succeeding six months actual monthly average consumption recorded in the subsequent meter SL No." TWB155173", is found to be genuinely charged and hence, there is no further scope of revision of earlier bills. The Complainant is required to pay the balance arrear electricity dues to avoid disconnection of power supply.

The instant case is hereby dismissed.



Accordingly, the case is disposed of.

  
S. Tripathy  
Member (Finance)  
Member

  
A.K. Satapathy  
(President)  
President

Copy to: - **Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Sunil Kumar Dash, At-847, Keloberni, Batgaon, Po-Rairakhol, Dist-Sambalpur.
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/274/2025)