

**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/SED/ (Final Order)/ 321CY

Date: 29.07.2025

Present:

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

1	Case No.	BRL/277/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Rahas Pradhan C/O- Kshirabati Pradhan At/Po-Gadmunda,Hirakud RE, Dist-Sambalpur	4118-3202-0893	7848972514	
3	Respondent/s	SDO (Elect), Hirakud,TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	11.07.2025			
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	11.07.2025			
9	Date of Order	29/07/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Hirakud, TPWODL, Sambalpur

Appeared

For the Complainant- Rahas Pradhan

Represented by Kshirabati Pradhan

For the Respondent - SDO(Elect), Hirakud, TPWODL.

GRF Case No- BRL/277/2025

Rahas Pradhan

At/Po-Gadmunda, Hirakud RE,

Dist-Sambalpur

Consumer No-4118-3202-0893

VRS

SDO(Elect) Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Kshirabati Pradhan, C/o Rahas Pradhan appeared in the hearing on Dt. 14.07.2025 at the camp held at SDO Office, Hirakud. The Complainant filed the petition disputed about additional energy bill of Rs. 26354/- raised against his domestic connection in June-2025 billing. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents 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 4118-3202-0893, having CD-1.00KW under LT-Domestic category, coming under ESO-Hirakud RE & initial power supply effected on 20.05.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under,

- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the available records (FG & Samadhan App) that provisional & average bills were charged from the month of 1st billing i.e. September-2018 to January-2024, even though an initial meter SL. No." WLT-126828" was installed in the premises.
- 2) That, a new meter bearing SL. No."TWSP51149069" was installed on 14-Mar-2024 & continuing till date, replacing the old meter No" WLT-126828" and actual bills have been continuing since February-2024 billing.
- 3) That, the power supply was officially disconnected on 07-Nov-2022 & reconnected on 24-Nov-2022 and further, disconnected on 30-Mar-2024 & restored on 25-Jul-2024.

The ledger abstract revealed that a bill revision was carried out by the Opposite Party from April-2019 (dtd.31-03-2019) to January-2024 (upto dtd.22-02-2024), considering the actual current reading of KWH"003417" as recorded in meter No." WLT-126828"(as per photo reading available) & Rs. 14422.07/- was deducted(credited) from the consumer account on 23-02-2024. However, it was observed from records that some initial provisional/average billing periods were left unrevised.



- 5) That, another bill revision was also carried out for last two years(24 months) upto the date of installation of new meter No." TWSP51149069" (i.e. on 14-Mar-2024) & Rs. 26353.79/- was added(debited) to the consumer account on 23-06-2025.
- 6) That, the Opposite Party could not submit the written statement & other relevant records/reports in support of their views to this case. Hence, the reason/purpose for effecting such above revisions could not be ascertained by the Forum.

The Forum on scrutinizing the records, reports available on record construed that if the final meter reading of KWH"003417" as on 22.02.2024 (recorded in old meter No." WLT-126828") were to be true & correct in nature, based on which bill revision has been carried out earlier(from dtd.31-03-2019 to dtd.22-02-2024), there were no further reason to revise the energy bills again for last two years upto the date of installation of new meter No." TWSP51149069".

Since, the old meter final reading has been available with the Opposite Party, the Opposite Party is required to recast the accumulated reading of KWH"003417" on actual monthly average basis from the date of installation of the old meter No." WLT-126828" upto the date of above accumulated reading, thereby nullifying the previous sundry amount of Rs. 14422.07/- (credited) & Rs. 26353.79/-(debited) & settle the consumer grievances in a transparent and legitimate manner.

ORDER

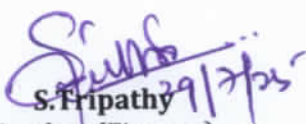
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from the date of installation of meter No." WLT-126828" upto dtd. 22.02.2024, on the basis of recasting/spreading over the total accumulated units of KWH"003417" on actual monthly average basis, as recorded in above mentioned meter, duly nullifying the previously effected sundry amount of Rs. 14422.07/- (credited) & Rs. 26353.79/-(debited), 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 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*
3. *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. Rahas Pradhan, c/o- Kshirabati Pradhan, At/Po-Gadmunda, Hiraakud RE, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Hiraakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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/277/2025)