

## 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/JED/ (Final Order)/ 304(y)

Date: 28.07.2025

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

1	Case No.	BRL/278/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Khetra Mohan Rohidas At-Kendudihi, Po- Bhatlaida, Dist-Jharsuguda-768213	4135-2805-0582	9078612512	
3	Respondent/s	SDO (Elect), Jharsuguda-II		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	14.07.2025			
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	14.07.2025			
9	Date of Order	28.07.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**appeared**

**For the Complainant-** Khetra Mohan Rohidas  
Represented by Judhistir Rohidas  
**For the Respondent -** SDO(Elect),Jharsuguda-II, TPWODL.



**GRF Case No- BRL/278/2025**

Khetra Mohan Rohidas  
At-Kendudihi,  
Po- Bhatlaida,  
Dist-Jharsuguda-768213  
Consumer No-4135-2805-0582

**COMPLAINANT**

**VRS**

SDO(Elect),Jharsuguda-II, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Judhistir Rohidas, C/o Khetra Mohan Rohidas (Consumer) appeared in the hearing on Dt. 14.07.2025 at the camp held at ESO Office, Laikera. The Complainant filed the petition objected about wrong bills charged against his domestic connection particularly during the year 2007 to 2016, and proclaimed that he was not residing at his house in the village for about 14 years. The complainant asserted that it was only when he returned to his house, the line was disconnected unexpectedly. 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 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 4135-2805-0582, having CD-1.50KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under,

- 1) That, on examining the case in detail, the Forum observed from the billing records (Samahan App) that average bills were charged continuously from Mar-2001 to November-2018 @ 50 units/288 units/346 units on bi-monthly basis from time to time.
- 2) That, the FG Database (licensees soft records) revealed that a new meter bearing SL. No. "LW077527" was installed in the premises on 06-Dec-2018 and actual bills continued to charged thereafter from December-2018 to February-2024, wherein the provisional bills so charged in between, were auto adjusted in full in subsequent billing months.
- 3) That, the Opposite Party could not submit any details regarding revision of such above average bills in earlier occasions.

**President**

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



- 4) That, another new meter having SL.No.-"TWSP51174058" was installed in the premises on 16-Apr-2024 & actual bills continued to charge till June-2024. The ledger abstract indicated that the power supply to the premises was disconnected on 29.07.2024. That, the ledger abstract also revealed that power supply has been in disconnected state till date.
- 5) That, the Opposite Party was asked to submit an enquiry report to be conducted by the concerned SDO & the Team regarding the authenticity of the claim made by the complainant as to the non-usage of electricity particularly during the period from 2007 to 2016, along with other relevant documents to examine the essential aspect of the case.
- 6) That, the Opposite Party failed to submit the above credentials & the Physical Verification Report along with other statements in support of their views on the case. The Forum condemns such inaction and vouch to take appropriate measures to combat the hindrances, considering the gravity of the case. The Forum is of the considered view that the Opposite Party has nothing to say in support of their views to the instant case.
- 7) That, the complainant could not produce any documentary evidence/proof of application made earlier to the Opposite party regarding the disconnection of power supply in order to establish his claim.
- 8) That, the current arrear electricity dues stood at Rs. 93666.90/-, as on March-2025.

The Forum on verifying the records and reports available on record, construed that in the absence of any documentary evidence regarding non usage of power supply, as claimed by the complainant to substantiate his point & so also the failure to submit the enquiry report by the Opposite Party, the claim made by the complainant cannot be accepted & hence unsubstantiated. On verifying other billing records, the Forum is of the considered opinion that the average energy bills so charged upto and including two years prior to the installation of meter No" LW077527" are to be revised by the Opposite Party (as per Regulation-155 of OERC (Conditions Of Supply), Code, 2019)) on the basis of actual monthly average consumption recorded in the above meter to settle the billing dispute in efficacious manner. Further, the complainant is required/advised to approach the Opposite Party for restoration of power supply accordingly, observing due procedural guidelines.

### 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 upto and including two years prior to the installation of meter No." LW077527", on the basis of succeeding six months actual monthly average consumption recorded in the above-mentioned

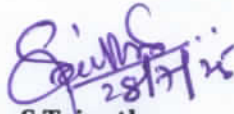


meter, from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.

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  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
A.K. Satapathy

(President)

President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: -**

1. Khetra Mohan Rohidas, At-Kendudihi, Po- Bhatlaida, Dist-Jharsuguda-768213
2. Sub-Divisional Officer (Elect.) Jharsuguda-II, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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/278/2025)

