

**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)/ 325^(y)

Date: 30.07.2025

Present:

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

1	Case No.	BRL/279/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sulochana Naik At/Po-Laikera, Dist-Jharsuguda	4135-2803-0380	9937169339	
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	30/07/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Laikera, TPWODL, Jharsuguda



Appeared

For the Complainant- Sulochana Naik
Represented by Tanmay Kumar Naik
For the Respondent - SDO(Elect), Jharsuguda-II, TPWODL.

GRF Case No- BRL/279/2025

Sulochana Naik
At/Po-Laikera,
Dist-Jharsuguda
Consumer No-4135-2803-0380

VRS

SDO(Elect), Jharsuguda-II, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Tanmay Kumar Naik, C/o Sulochana Naik appeared in the hearing on Dt. 14.07.2025 at the camp held at ESO Office, Laikera. The Complainant filed the petition disputed about abnormal energy bills raised particularly from the year 2017 to December-2020, against his domestic connection. 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 4135-2803-0380, having CD-1.50KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 29.06.2012. 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 records that actual bills were charged to the complainant upto December-2016, except some provisional bills which were auto adjusted in subsequent billing months.
- 2) That, provisional bills were charged thereafter from January-2017 to January-2021, as no advanced meter reading were recorded in meter SL. No." 6376402".
- 3) That, a new meter bearing SL. No." LW597651" was installed on 31-Jan-2021 & continuing till date, replacing the old meter No" 6376402" and actual bills have been continuing since February-2021 billing. It was observed that the Opposite Party has not revised the above provisional/average bills after the installation of meter No." LW597651".
- 4) The ledger abstract revealed that the energy bills from 31-01-2021 to 13-12-2022 have been revised by the Opposite Party & Rs.141.63/- was deducted from the consumer account on 15-12-2022.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

The Forum on scrutinizing the records, reports available on record construed that the provisional/average bills charged from 31.01.2019 to 30.01.2021 are to be revised on the basis of actual monthly average consumption recorded in meter No." LW597651", as per regulation 155 of OERC Distribution (Conditions of Supply), Code, 2019, to redress the grievances accordingly.

ORDER

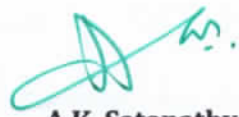
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

1. *The Opposite Party is directed to revise the energy bills charged to the complainant from 31.01.2019 to 30.01.2021, on the basis of succeeding six months actual monthly average consumption recorded in meter sl. no."LW597651" 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. Sulochana Naik, C/o-Tanmay Kumar Naik, At/Po-Laikera, Dist-Jharsuguda.
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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/279/2025)

