

**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)/ 31844

Date: 29.07.2025

Present:

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

1	Case No.	BRL/280/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Haladhar Behera At/Po-Naxapali, Laikera, Dist-Jharsuguda	4135-2801-0506	8260567336/ 6371421252	
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	29/07/2025			
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- Haladhar Behera
Represented by Narendra Chaudhury
For the Respondent - SDO(Elect),Jharsuguda-II, TPWODL.



GRF Case No- BRL/280/2025

Haladhar Behera
At/Po-Naxapali,Laikera,
Dist-Jharsuguda
Consumer No-4135-2801-0506

COMPLAINANT

VRS

SDO(Elect),Jharsuguda-II, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Narendra Chaudhury, C/o Haladhar Behera 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 against his domestic connection. The complainant could not emphatically submit the period and nature of billing dispute raised. 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 4135-2801-0506, 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, 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 average bills were charged upto April-2018 @ 50 units/288 units/346 units on bi-monthly basis from time to time.
- 2) That, a new meter bearing SL. No." WLT102562" was installed on 23-May-2018 & continuing till date, replacing the old meter No" 6376402" and actual bills have been continuing since June-2018 billing. It was observed that the Opposite Party has not revised the above provisional/average bills after the installation of meter No." WLT102562".

The Forum on scrutinizing the records, reports available on record construed that the average bills so charged from May-2016 to April-2018 are to be revised on the basis of actual monthly average consumption recorded in meter No." WLT102562" , as per regulation 155 of OERC Distribution (Conditions of Supply), Code, 2019, to redress the grievances accordingly.


President

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

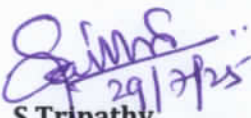
ORDER

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 May-2016 to April-2018, on the basis of actual monthly average consumption recorded in meter No. " WLT102562", considering initial meter reading as on the date of installation of aforementioned meter and final meter reading as KWH"000287" as on December-2018 billing, 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. Haladhar Behera, At/Po-Naxapali, 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/280/2025)