

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/DED/ (Final Order)/ 299CY

Date: 28.07.2025

Present:

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

1	Case No.	BRL/286/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Laxmidhar Das At-Palace Road, Deogarh, Near Aurobindo School, Dist-Deogarh-768108		4141-1401-1841	9937271813
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.07.2025			
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	16.07.2025			
9	Date of Order	28/07/2025			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Laxmidhar Das

For the Respondent - SDO(Electrical),Deogarh, TPWODL.

GRF Case No- BRL/286/2025

Laxmidhar Das

At-Palace Road, Deogarh, Near Aurobindo School,

Dist-Deogarh

Consumer No-4141-1401-1841

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Laxmidhar Das appeared in the hearing on Dt. 16.07.2025 at the camp held at SDO Office, Deogarh. The Complainant filed the petition disputed about the erratic abnormal bill charged against his connection during March-2025. However, the complainant could not emphatically submit the nature of dispute raised. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

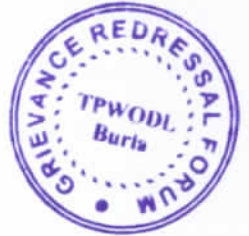
SUBMISSION OF OPPOSITE PARTY

The opposite party not submit any relevant except billing abstract from Jan-2018 to June-2025, 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 4141-1401-1841, having CD-1KW under LT-General Purpose category, coming under ESO-Deogarh & initial power supply effected on 06.01.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

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 was charged against the connection upto November-2022 billing, as per the advanced consumption recorded in meter SL No." WLT078343".
2. That, average bills were charged subsequently from December-2022 to July-2023 on different monthly units from time to time.
3. The ledger abstract revealed that a new smart meter bearing SL. No-" TWSP51001917" was installed in the premises on 14-Aug-2023, replacing the old defective meter No."WLT078343"and actual bills continued to charge thereafter till last billing.



4. It was observed from records that Rs. 25290.93/- was debited(added) to the consumer's account on the basis of defective meter assessment carried out by the Opposite Party for the period from December-2022 to July-2023, effected in consumer ledger on 06-03-2025. This additional bill raised by the Opposite Party, re-assessing the previous average bills on the basis of subsequent new meter actual consumption recorded, is found to be genuinely charged as per regulations in force and hence, there is no further scope of revision of earlier bills.

The instant case is hereby dismissed.

Accordingly, the case is disposed of.


S. Tripathy

Member (Finance)


A.K. Satapathy

(President)

Copy to: - **Grievance Redressal Forum**

1. Laxminarayan Das, At: Palace Road, Deogarh, Near Aurobindo School, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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/286/2025)

