

**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)/ 301(4)

Date: 28.07.2025

Present:

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

1	Case No.	BRL/288/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Jagannath Goel At-Near SBI (MS SUHAGAN), Po/Ps-Deogarh Dist-Deogarh-768108		4141-1402-1167	9438735228																																
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	16.07.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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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																																			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Jagannath Goel

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



GRF Case No- BRL/288/2025

Jagannath Goel
At-Near SBI (MS SUHAGAN),
Po/Ps-Deogarh
Dist-Deogarh
Consumer No-4141-1402-1167

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Jagannath Goel 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 additional charge of Rs. 52000/- raised against his domestic connection. However, the complainant could not submit the period and 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 Marh-2019 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 4141-1402-1167, having CD-1KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected on 28.08.2018. 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 provisional and average bills were charged from November-2020 to February-2024 on different units from time to time.
2. The ledger abstract revealed that a new meter bearing SL. No-" WLT113116" was installed in the premises on 13-Mar-2024, replacing the old meter No."LW062540"and actual bills continued to charge thereafter till last billing.

3. It was observed from records that Rs. 49180.63/- was debited(added) to the consumer's account on the basis of defective meter assessment carried out by the Opposite Party for 730 days (i.e. 24 months period out the total 40 months defective period), effected in consumer ledger on 13-06-2025. This additional bill raised by the Opposite Party, re-assessing the previous average bills on the basis of subsequent 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. Jagannath Birla, Near SBI (MS SUHAGAN), Po/Ps, Deogarh, 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/288/2025)

