

**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/BNED/ (Final Order)/ 319CY

Date: 29.07.2025

Present:

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

1	Case No.	BRL/299/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sapan Saha At/Po-Sanjob,Lamtibahal, Dist-Jharsuguda.	4171-2702-0189	9668431992	
3	Respondent/s	SDO (Elect), TPWODL, Brajrajnagar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	18.07.2025			
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	18.07.2025			
9	Date of Order	29/07/2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: SDO Office, Brajrajnagar, TPWODL

Appeared

For the Complainant- Sapan Saha

For the Respondent - SDO(Elect), Brajrajnagar, TPWODL.

GRF Case No- BRL/299/2025

Sapan Saha

At/Po-Sanjob,Lamtibahal,

Dist-Jharsuguda

Consumer No-4171-2702-0189

COMPLAINANT

VRS

SDO(Elect), Brajrajnagar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sapan Saha appeared in the hearing on Dt. 18.07.2025 at the camp held at SDO Office, Brajrajnagar. The Complainant filed the petition disputed about wrong additional energy bills charged to the tune of Rs. 20000/-, against his domestic connection during February-2025 billing. Hence, the Complainant prayed before the Forum to direct the Opposite Party to waive out the energy bills charged during the above period & resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted ledger copy for the period from Aug'2004 to Jun'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 4171-2702-0189, having CD-2KW under LT-Domestic category, coming under ESO-Lamtibahal & initial power supply effected on 30.06.2004. 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 (FG & Samadhan App) that Rs. 20397.18/- was added(debited) to the consumer account on 09-02-2025.
- 2) That, August-2021 bill was charged on actual meter reading basis, considering the consumption recorded in meter No" WCS05022". Thereafter, average bills were raised from September-2021 to April-2023 on different units from time to time.
- 3) The ledger abstract revealed that a new smart meter bearing SL. No-" TPWODL1183306" was installed in the premises on 01-Jun-2023, replacing the old defective meter No." WCS05022"and actual bills continued to charge thereafter till last billing.

President


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

- 4) It was observed from records that Rs. 20397.18/- that was debited(added) to the consumer's account, was due to the old defective meter assessment carried out by the Opposite Party on the basis of new meter actual monthly average consumption, so revised from September-2021 to April-2023, effected in consumer ledger on 09-02-2025. 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)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Sapan Saha, At/Po-Sanjob, Lamtibahal, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Brajrajnagar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
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/299/2025)

