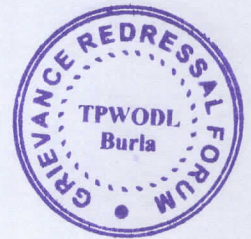


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: Ranjan Kumar Naik, President and S.Tripathy, Member (Finance)**



Ref: GRF/Burla/Div/JED/ (Final Order)/ 347C4

Date: 25.08.2025

**Present:**

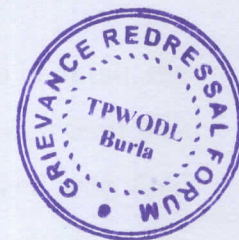
**Sri Ranjan Kumar Naik, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/309/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Md. Izak Alli C/O-Md. Mursid Ward No-4, Kuchinda, Dist-Sambalpur-768222		4132-1115-0141	9437539843
3	Respondent/s	SDO (Elect), Kuchinda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	06.08.2025			
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	06.08.2025			
9	Date of Order	<u>25.08.2025</u>			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
**President**  
25/8/25



Place of Camp: SDO Office, Kuchinda



**Appeared**

**For the Complainant-** Md. Izak Alli  
Represented by Md. Mursid

**For the Respondent -** SDO(Electrical),Kuchinda, TPWODL.

**GRF Case No- BRL/309/2025**

Md. Izak Alli  
C/O-Md. Mursid  
Ward No-4, Kuchinda,  
Dist-Sambalpur  
Consumer No-4132-1115-0141

**VRS**

SDO(Electrical), Kuchinda, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Md. Mursid on behalf of Md. Izak Alli appeared in the hearing on Dt. 06.08.2025 at the camp held at SDO Office, Kuchinda. The Complainant filed the petition disputed about abnormal additional energy bill of Rs.55796/- raised against his domestic connection during May-2025, whereas the previous arrear stood at Rs.8778/-. 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 submitted a Physical Verification Report carried out on 06.08.2025 & written statement dtd. 13.08.2025 in this case.

**Remarks given in Physical Verification Report as mentioned below:-**

“As there is simultaneous charging of penalty on 13.06.2023 and upward bill revision assessment from 17.11.2021 to 12.01.2024 may be rectified.”

**Remarks given in Written statement as mentioned below:-**

1. The meter change assessment bill revision was done from 17.11.2021 to 12.01.2024 and Rs 55,796.08/- was debited in electricity bill.
2. The Enforcement Team made an inspection and assessment was done on 13.06.2023.
3. The Consumer settled the enforcement case and paid of Rs 30,231/- and closed the case. So, the meter change assessment bill revision may be considered.

**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 4132-1115-0141, having CD-2.00KW under LT-Domestic category, coming under ESO-I Kuchinda & 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 that,



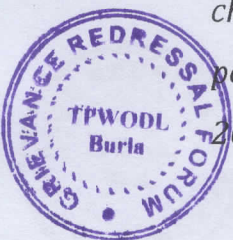
- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the available billing records (FG & Samadhan App) that a theft was detected on the complainant's premises, inspected on 13-Jun-2023 & charged with final penal assessment of Rs. 30231.00/-. The penalty case was closed accordingly, upon payment made by the complainant.
- 2) The ledger abstract revealed that provisional bills were charged to the complainant from November-2021 to May-2022. Thereafter, actual bills were raised upto November-2023 billing, with no advanced units recorded for billing in meter SL.No." 360996", with meter status as "Not In Use".
- 3) That, a new meter SL. No." TWB617902" was installed in the premises on 12-Jan-2024 & continuing till date, replacing the old meter No." 360996". Thereafter, actual bills were charged till date, as per advanced meter readings recorded in above mentioned meter.
- 4) That, the energy bills raised two years prior to installation of existing meter (meter No." TWB617902"), were revised by the Opposite Party & Rs. 55796.08/- was added to(debited) the consumer account on 18-06-2025.
- 5) That, the current arrear outstanding as on June-2025 stood at Rs. 66420.09/-.
- 6) It was observed that there was simultaneous charging of penalty of Rs. 30231.00/- (premises inspected on 13-Jun-2023) and additional meter change assessment of Rs. 55796.08/-(two years period prior to 12-Jan-2024), effected in consumer ledger for the same period. However, the same has not been rectified by the Opposite Party till date.

The Forum on scrutinizing the records, reports available on record construed that the complainant should not be penalized twice for the same period in question, particularly when the complainant consumer has already cleared the penal assessment amount. Hence, the Opposite Party is required to reverse the additional charge of Rs. 55796.08/-, so levied on 18-06-2025, to redress the grievances in an efficacious manner.

#### 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 reverse/withdraw the additional energy bills so charged to the complainant consumer with Rs. 55796.08/- for the period where penalty assessment have already been raised, effected in consumer ledger on 18-06-2025, in order to settle the billing dispute accordingly.*



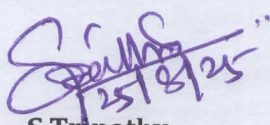
*[Signature]*  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017




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 (by the end of September 2025) from the date of issue of this order.**

  
**S. Tripathy**  
Member (Finance)  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**Ranjan Kumar Naik**  
(President)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Md. Izak Alli, C/O-Md. Mursid Ward No-4, Kuchinda, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/309/2025)

