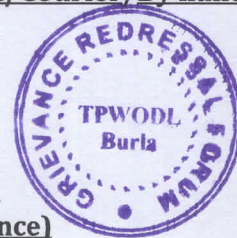


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/JED/ (Final Order)/ 347 41

Date: 30/08/2025

Present:

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

1	Case No.	BRL/310/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Purna Chandra Patel C/O-Jayanta Patel At-Junaui, Po-Khandakata, Ps-Kuchinda, Dist-Sambalpur-768222		4132-1114-0147	9438386524																																
3	Respondent/s	SDO (Elect), Kuchinda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	06.08.2025																																			
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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6. Others																																					
8	Date(s) of Hearing	06.08.2025																																			
9	Date of Order	30/08/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

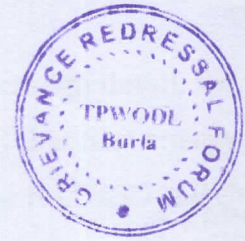
President

Place of Camp: SDO Office, Kuchinda

Appeared

For the Complainant- Purna Chandra Patel
Represented by Jayanta Patel

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



GRF Case No- BRL/310/2025

Purna Chandra Patel
C/O-Jayanta Patel
At-Junaui, Po-Khandakata, Ps-Kuchinda,
Dist-Sambalpur
Consumer No-4132-1114-0147

VRS

SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Jayanta Patel on behalf of Purna Chandra Patel 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 energy bills raised against his domestic connection, particularly in February-2010 & from the year 2015 to 2017 but could not emphatically submit the exact nature billing dispute. 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 06.08.25 & written statement in this case. In reply to the case the opposite party stated that, "for the consumer no 4132-1104-0147, it is found that meter reader had wrongly punched the bill for the month of Feb 2010 for which a high unit of 9926 unit of bill was made. So, the bill for the month of Feb 10 to March 10 be revised by taking the actual reading of meter no A1884183 with IMR '3035' and CMR '3180'. Again, the bill from Feb 2015 to June 2017 made with average billing basis. So, the above average billing period may be revised by taking the average actual six month reading of meter no WLT028061 with considering IMR '86' (Sept 17) and CMR '625' (Feb 18)."

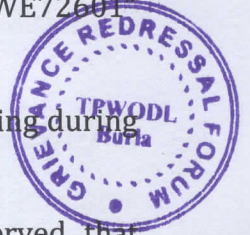
OBSERVATION

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 4132-1114-0147, having CD-3.50KW under LT-Domestic category, coming under ESO-I Kuchinda & initial power supply effected on 20.11.2000. 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 first energy bill was charged on provisional basis in Deember-2001 with initial meter No." WE72601" installed at site.
2. Subsequently, a new meter SL. No." A1884883" was installed & updated in billing during May/June-2004.
3. That, concerning to the objection raised by the complainant, it was observed that February-2010 bill was charged abnormally on actual basis with "9926" units in a single month with Rs. 31776.42/-, taking the initial reading of KWH" 3035" & advanced reading of KWH" 2960", as recorded in meter No." A1884883", thereby considering the readings so recorded in above meter as "once rounded".
4. As objected by the complainant regarding erratic bills charged particularly from 2015 to 2017, it was revealed from records that average energy bills were raised from February-2015 to June-2017 @82 units/504 units on bi-monthly basis, as no advanced readings were recorded for billing in meter SL. No." A1884883".
5. That, Rs. 12147.77/- debited(added to) to the consumer account in June-2017 billing. However, the reason for additional charging of such amount could not be traced from records & also not clarified by the Opposite Party.

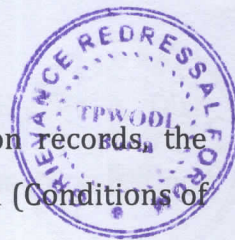
The Forum on examining the records, reports available on record construed that the average energy bills so charged particularly from July-2015 to June-2017 (limited to two years as per Regulation 155 of OERC Distribution(Condition of Supply), Code, 2019) are to be revised by the Opposite Party, on the basis of actual monthly average consumption recorded in subsequent meter No." WLT028061", duly considering the findings as traced out regarding additional charging of bill with Rs. 12147.77/- in June-2017.

Hence, it is to be noted that in case the said amount was found to be charged against penal assessment done, then the above period bills (i.e. from July-2015 to June-2017) are only to be revised, excluding the penal assessment period. On the other hand, if the above amount was added to the consumer account due to the reason attributed to revision of previous bills already carried out by the Opposite Party, that falls within the above period, then the stricture for revision of bills are to be ignored accordingly. Further, the abnormal bills so charged in Feb-2010 & March-2010 are to be revised as per actual consumption basis as recorded in meter No- "A1884883", considering initial meter reading as KWH-"003035" as in Feb-2010 and final meter reading as KWH-"003180" as in March-2010 billing.



ORDER

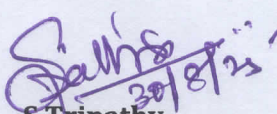
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019



1. *The Opposite Party is directed to revise the energy bills charged from Feb-2010 to March-2010 on the basis of actual monthly average consumption recorded in meter No- "A1884883", considering initial meter reading as KWH-"003035" as in Feb-2010 and final meter reading as KWH-"003180" as in March-2010, 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 revise the energy bills charged to the complainant consumer from July-2015 to June-2017, on the basis of actual monthly average consumption recorded in meter No" WLT028061", considering initial meter reading as on the date/month of installation of the same and final meter reading as KWH"000 625" as in February-2018 billing, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any. The above period bills are to be revised accordingly, to be based on the reason behind additional charging of bill in June-2017 with an amount of Rs. 12147.77/-.*
3. *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.*
4. *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.

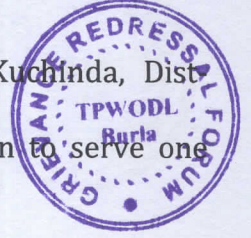
The opposite party is directed to submit the compliance report to this Forum within One Month(by the end of September 2025) from the date of issue of this order.


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


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

Copy to: -

1. Purna Chandra Patel, C/O-Jayanta Patel At-Junaui, Po-Khandakata, Ps-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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/310/2025)