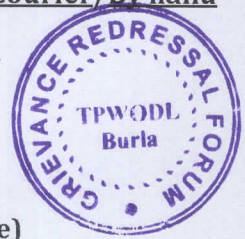


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ **336(4)**

Date: **14/08/2025**

**Present:**

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

1	Case No.	BRL/312/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Rameswar Jaypuria At/Po-Sandhuriam, Dist-Jharsuguda	4135-2812-0085	6372773905	
3	Respondent/s	SDO (Elect)-II, TPWODL, Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	07.08.2025			
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	07.08.2025			
9	Date of Order	<b>14/08/2025</b>			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**President**  
**14/8/25**



**Place of Camp:** SDO-II Office, TPWODL, Jharsuguda

**Appeared**

**For the Complainant-** Rameswar Jaypuria

**For the Respondent -** SDO(Electrical)-II, Jharsuguda, TPWODL



**GRF Case No- BRL/312/2025**

Rameswar Jaypuria

At/Po-Sandhuriam,

Dist-Jharsuguda

Consumer No-4135-2812-0085

**COMPLAINANT**

**VRS**

SDO(Electrical)-II, Jharsuguda, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Rameswar Jaypuria appeared in the hearing on Dt. 07.08.2025 at the camp held at SDO-II Office, Jharsuguda. The Complainant filed the petition disputed about abnormal energy bills raised against his domestic connection but could not emphatically submit the exact period and 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 not submitted any relevant documents 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 4135-2812-0085, having CD-1.50KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 11.04.2007. 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 provisional bill was charged in April-2007 with initial meter No." 0336401" installed at site.
- 2) That, actual bills were raised upto August-2019 billing with advanced reading of KWH" 14176", as recorded in meter No." 0336401". Subsequently, provisional bills were charged from September-2019 to December-2019 billing.
- 3) That, January-2020 bill was raised on actual basis "3861" in a single month, considering initial reading of KWH" 14176" & advanced reading of KWH" 18037".
- 4) That, a new meter SL. No." LW376023" was installed & updated in billing during February-2020.
- 5) Thereafter, actual bills were charged as per advanced meter readings recorded in meter No." LW376023", auto adjusting the provisional billing done in between.
- 6) That, a new smart meter SL. No." TWSP51227775" was installed on 24-Nov-2024 & actual bills continued to charge till last billing.



The Forum on scrutinizing the records, reports available on record construed that the old meter(meter No."0336401") actual recorded consumption of KWH" 3861" so charged in a single month were not properly adjusted in billing by the Opposite Party, ignoring the tariff slab benefit that were to be extended in the event of recasting the accumulated units throughout the period of above installed meter.

Hence, in order to extend fair & reasonable justice to the complainant, the Opposite Party is required to recast/spread over the accumulated reading of KWH" 18037" recorded as in January-2020, on actual monthly average consumption basis from the date of installation of the old meter No."0336401", upto the date of above accumulated reading to settle the consumer grievances in an efficacious manner.

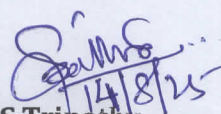
### ORDER


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 revise the energy bills, charged to the complainant consumer, from the date of installation of meter No." 0336401" upto January-2020 billing (i.e. upto dtd. 04-Feb.-2020), on the basis of recasting/spreading over the total accumulated units of KWH" 18037" on actual monthly average consumption basis, as recorded in above mentioned meter, 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 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)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

**Copy to: -**

1. Rameswar Jaypuria, At/Po-Sandhuriam, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, 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/312/2025)