

**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: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/JED/ (Final Order)/ 51 (4)

Date: 31/01/2025

**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri S.Tripathy Member(Finance).

1	Case No.	BRL/65/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Jayanti Perua C/O-Raju Perua Sunajharia Dist- Jharsuguda		4131-2701-2384	9827859924																																
3	Respondent/s	SDO(E)-I, JED, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	27.01.2025																																			
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 &amp; 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 &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; 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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8	Date(s) of Hearing	27.01.2025																																			
9	Date of Order	31/01/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

**Place of Camp:** ESO Office Bagdihi, JED, Jharsuguda

**Appeared**

**For the Complainant-** Jayanti Perua

Represented by Raju Perua

**For the Respondent -** SDO(E)-I, JED, Jharsuguda

**GRF Case No- BRL/65/2025**

Jayanti Perua

C/O-Raju Perua

Sunajharia

Dist- Jharsuguda.

Consumer No.- 4131-2701-2384

**VRS**

SDO(E)-I, JED, Jharsuguda

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Raju Perua on behalf of Smt Jayanti Perua appeared in the hearing on Dt. 27.01.2025 at the camp held at ESO Office, Bagdihi and submitted a written complaint wherein he has raised objection about abnormal energy bills charged from Jan-2021 to May-2021. Hence, the complainant prayed before the Forum to resolve the billing anomalies in an efficacious manner.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party could not submitted any relevant document except to this case after giving sufficient reasonable time to furnish.

**OBSERVATION**

The case is perused 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 4131-2701-2384, having CD-1KW under LT-Domestic category, coming under ESO-Bagdihi & initial power supply effected on 30.08.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, a new meter SI No-'LW031308' was installed on 27.10.2019 and updated in Oct/Nov-2019 billing but provisional bill was charged for the month. Then, actual bills were raised from Dec-2019 to Feb-2020. Thereafter, provisional bill continued to charge from March-2020 to May-2021 @335 units/month and from April-2022 to Nov-2022 except few actual bills charged intermittently.
2. It was revealed from FG data base (Licensee soft records) that actual bills have been continuing since Dec-2022 onwards as per the advanced consumption recorded in meter SI No-'LW031308'. The last actual bill of '000006' units were charged on actual basis considering the current meter reading of KWh-'000699'.
3. That, in the absence of latest physical verification report, the Forum could not ascertain the current reading and status of the meter and again the digit of the same meter could not be verified. Since the meter SI No - 'LW031308' has been installed since 27.10.2019 and there were advancement of meter reading of KWh-'800' recorded in Feb-2020 billing and subsequent advanced reading of KWh-'174' recorded in March-2021, within a span of thirteen months period is doubtful, especially where March-2021 bill was charged on actual basis, omitting the previous actual reading of KWh-'800' as recorded in Feb-2020.
4. It was further observed that the energy bill charged from March-2022 to Nov-2022 was already revised by the opposite party and an amount of Rs.595.11/- was credited back/adjusted against the complainant's account. The current arrear outstanding as on Dec-2024 billing stood as Rs.19122.84/-



Hence, on scrutinizing the records in detail, the Forum observed that the energy bills charged from Nov-2019 to till last billing are to be revised on the basis of recasting the accumulated units as per the physical verification report to be carried out, on monthly average basis, duly adjusting the provisional bills charged during the above mentioned period (that were not adjusted properly) in confirmation to the meter digit to be ascertained in meter SI No-'LW031308'.

### ORDER

After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows.

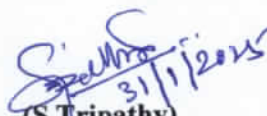
1. *The Opposite Party is directed to recast the accumulated units as recorded in meter SI No-'LW031308', from the date/month of installation of the same, to be derived as per latest physical verification report to be drawn, duly confirming to the digit of the same meter on monthly average consumption basis, 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 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 adjustments 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 from the date of the issue of this order.

  
(B. Mahapatra) 31/01/25

(Co-Opted Member)

  
(S. Tripathy) 31/1/2025

Member (Finance)

  
(A.K. Satpathy)

President

**Copy to: -**

1. Jayanti Perua, C/O-Rahu Perua, Sunajharia, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda 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 either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, 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 Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".