

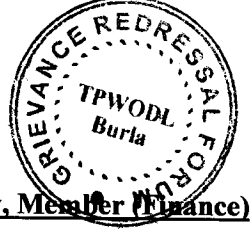
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Grievance Redressal Forum  
TPWODL, BURLA

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 Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 130(4)

Date: 26.03.2025

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

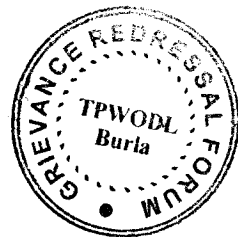
1	Case No.	BRL/107/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Susil Parua At/Po-Bidmal, Bagdihi, Dist- Jharsuguda.		4131-2705-0602	8144510844
3	Respondent/s	SDO(Electrical)-I, JED, TPWODL			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	12.03.2025			
5	In the matter of-	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	12.03.2025			
9	Date of Order	25.03.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO-I Office, TPWODL, Jharsuguda.

**Appeared**

**For the Complainant-** Susil Parua

**For the Respondent -** SDO(Elect.)-I, JED, TPWODL, Jharsuguda.



**GRF Case No- BRL/107/2025**

**COMPLAINANT**

(1) Susil Parua  
At/Po-Bidmal, Bagdihi,  
Dist- Jharsuguda  
Consumer No.- 4131-2705-0602

**VRS**

(1) SDO(Elect.)-I, JED, TPWODL, Jharsuguda

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Susil Parua bearing Consumer No **4131-2705-0602** under JED, TPWODL, Jharsuguda has stated about the power supply was disconnected since 4 to 5 years ago. So, the energy bill may be revised as per actual meter reading basis.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents except billing history for the period from Apr'2018 to Jan'2025 in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-Dom consumer having CD 1.5kw with initial date of p/s 03.08.2013 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties, it is observed that:-

1. The actual bill was served in Nov'2013 with meter sl.no."5241977".
2. Actual bill continued upto Sep'2015 and then PL/Avg. bills charged from Oct'2015 to Dec'2020@216/162/66 units from time to time.
3. A new meter sl. no."LW586905" installed on 14.01.2021 and actual bill raised in Jan'2021 and Feb'2021. However, PL bill again continued from Mar'2021 to Sep'2022 on various units from time to time. Thereafter, actual bills were charged in Oct'2022 and Nov'2022. And the current CMR was recorded as "000067"kwh but PL bills were further raised continuously from Dec'2022 to Jun'2023. No bill units were charged thereafter till Jul'2023 but only monthly fixed charges were charged.
4. That, the ledger abstract revealed that the PL bills so charged from Mar'2021 to Sep'2022 were automatically adjusted in subsequent billing in Oct'2022, thereby adjust the PL bills entirely.
5. The FG records revealed that the p/s was disconnected on 31.08.2023. Later, reconnected on 30.08.2024 but again disconnected on 27.09.2024.
6. That, the complainant could not furnish the relevant documents to establish the claim made regarding power supply disconnected period that remained disconnected.
7. That, the opposite party could not submit their views in this case.

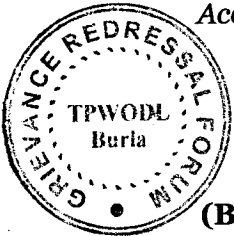
From the above-mentioned facts, records and statements available on report, the Forum construed that the average bills charged from Jan'2019 to Dec'2020 are to be revised as per actual monthly average consumption recorded in meter sl. no."LW586905" as per regulation 155 of OERC Distribution (Conditions of Supply) Code,2019 .

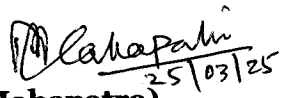
### **ORDER**


*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 revise the bill for the period from Jan'2019 to Dec'2020 are to be revised as per actual monthly average consumption recorded in meter sl. no."LW586905" as per regulation 155 of OERC Distribution (Conditions of Supply) Code,2019 considering initial meter reading as on the date/month of installation of aforementioned meter and final meter reading as "000067" kwh as on Oct'2022.*
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.*
4. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

*Accordingly, the case is disposed of.*



  
**(B. Mahapatra)**  
(Co-Opted Member)  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
**(Sovan Tripathy)**  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

- Copy to: -** (1) Susil Parua, At/Po-Bidmal, Bagdihi, Dist- Jharsuguda.  
(2) Sub-Divisional Officer (Elect.)-I, JED, 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/107/2025)