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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.Satapathy, President B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)

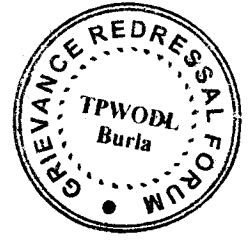


Ref: GRF/Burla/Div/JED/ (Final Order)/ 129 (4)

Date: 26.03.2025

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

1	Case No.	BRL/108/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rajesh Singh C/o-Jayanti Singh At/Po-Saletikra,IB Dist- Jharsuguda.		4135-1109-0624	9556591496
3	Respondent/s	SDO(Electrical)-II, 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			



**Appeared**

**For the Complainant-** Rajesh Singh

Represented by Jayanti Singh

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

**GRF Case No- BRL/108/2025**

(1) Rajesh Singh

At/Po-Saletikra, IB

Dist- Jharsuguda

Consumer No.- 4135-1109-0624

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Rajesh Singh bearing Consumer No **4135-1109-0624** under JED, TPWODL, Jharsuguda has stated about the disputed energy bill charged for the month of Feb'2016 may be waived from the bill/ledger. 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 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 1kw with initial date of p/s 21.06.2013 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. From FG and samadhan app, it is seen that from Nov'2013 to till Dec'2020 the complainant was billed as KTJ (Kutir Jyoti) category and Avg./Provisional billing with 16 units/ 25 units per month with meter sl. no. "6377416" but without any meter readings recorded.
2. In the month of Feb'2016, actual bill was charged with meter reading as "63777" kwh and "63776" units billed with an amount of Rs 3,33,553/-(EC) and Rs 13,342.12(ED). Thereafter, from Mar'2016 to Nov'2020, Average/Provisional bills were also continuously charged with 25 units/month.
3. In Dec'2020, another meter with sl. no. "LW650695" has been installed and thereafter actual bills have been charged with 120/39/68/112 etc units/month where the average of six months after meter installation was found to be 95 units/month.

On scrutinizing the records available on record, the Forum observed that the abnormal consumption units of KWH "63776" so charged in Feb'2016 is not symmetrical/congruent with the recorded entire consumption history of the complainant keeping in mind with regard to the Kutir Jyoti Consumer category in particular to this case. Hence, the Forum construed that the above consumption units so charged is not acceptable in any manner and requires revision of said bill accordingly to extend fair and reasonable justice to the complainant.

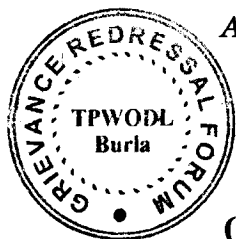
## ORDER

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

1. The abnormal reading of "63777" kwh as recorded in meter sl. no."6377416" and the subsequent billing of "63776" units charged in Feb'2016 amounting to Rs 3,33,553/-(EC) and Rs 13,342.12(ED) is to be treated as wrongly charged (with table reading as is often observed during erstwhile meter reading time) and again the same month billing to be treated as KTJ billing with 25 units for that month for bill revision purposes. The opposite party is directed to revise and withdraw the arbitrary units of "63776" so levied and charge only 25 units as average consumption for the above month only, 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.

**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) 25/3/25

(Co-Opted Member)

Co-opted Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(Sovan Tripathy) 25/3/25

Member (Finance)

Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

President

President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Rajesh Singh, C/o-Jayanti Singh, At/Po-Saletikra, IB, Dist- Jharsuguda.  
(2) Sub-Divisional Officer (Elect.)-II, 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/108/2025)