

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 114 (4)

Date: 26/03/2025

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

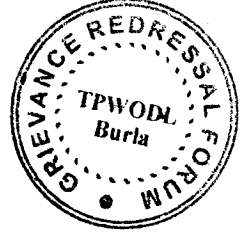
|  |  |  |   |                               |   |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
|--|--|--|---|-------------------------------|---|--|---|---|---|---|---|--|---|--|---|--|---|------------------|---|-------------|---|-------------------|---|------------------------------|---|---------------------------------|---|---|---|------------------------------------|---|--------------------------|---|-------------------------|--|--|--|
| 1  | Case No.                                     | BRL/115/2025   |   |                               |   |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 2  | Complainant/s                                | Name & Address<br>Maheswar Mehera<br>C/O-Dolamani Bhoi<br>At/Po-Rengali<br>Dist-Jharsuguda<br>Pin-768226   |   | Consumer No<br>4172-2303-0046 | Contact No.                                   |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 3  | Respondent/s                                 | S.D.O (Elect), Belpahar  |   |                               | Division<br>B.N.E.D, TPWODL,<br>Brajarajnagar |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 4  | Date of Application                          | 13.03.2025   |   |                               |   |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 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 |  |  |  |
| 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              | <table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code, 2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations, 2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation, 2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>   |   |                               |   | 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  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 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                           | 13.03.2025   |   |                               |   |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 9  | Date of Order                                | 26/03/2025   |   |                               |   |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 10   | Order in favour of                           | Complainant  | ✓ | Respondent                    | Others  |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 11   | Details of Compensation awarded, if any.     | NIL  |   |                               |   |  |   |   |   |   |   |  |   |  |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |

Place of Camp: ESO Office, Panchagaon

**Appeared**

**For the Complainant-** Maheswar Mehera  
Represented by Dolamani Bhoi

**For the Respondent -** SDO(Electrical), Belpahar, TPWODL.



**GRF Case No- BRL/115/2025**

Maheswar Mehera  
C/O-Dolamani Bhoi  
At/Po-Rengali  
Dist-Jharsuguda  
Consumer No-4172-2303-0046

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Dolamani Bhoi on behalf of Maheswar Mehera appeared in the hearing on Dt. 13.03.2025 at the camp held at ESO Office, Panchagaon and submitted a written complaint wherein he has raised objection about defective billing from Aug-2019 to Jan-2024. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the billing abstract from Feb-2001 to Jan-2025 & a copy of Physical Verification Report (PVR) carried out on Dt.15.03.2025 in this case. In reply to the case the Opposite Party submitted that the power supply to the premises was disconnected on 05.06.2024 and later reconnected on 15.02.2025.

**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 4172-2303-0046, having CD-4KW under LT-General Purposes category, coming under ESO-Panchagaon & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. From Feb-2001 to Oct-2002, actual/provisional bills raised with adjustment of provisional bills with meter SI No-"WESCO170075".
2. From Dec-2002 to May-2012, average/provisional bill raised with meter SI No-"8047518" @288 units on bi-monthly basis.
3. In July 2012, actual bill with reading of '3849' KWh with an amount of Rs.11820.66 (EC) & Rs.472.83 (ED) with adjustment of only Rs.835.93 (EC) & Rs.33.44 (ED). So, other period adjustments to be done accordingly.
4. From Sept-2012 to Oct-2018, average bills raised with various units with meter SI No-"8047518".
5. From Dec-2018 to Aug-2019, actual bills raised with meter SI No-"WLT101852", with FMR as '850' KWh.
6. From Sept/Oct-2019 to Nov-2023, average/provisional bills raised with various units with meter SI No-"WLT101852".

7. From Dec-2023 to April-2024, actual bills raised with meter SI No-"TWSP51078497" and thereafter disconnected from 05.06.2024 till 14.02.2025 and later reconnected on 15.02.2025.
8. It was revealed that Feb-2025 bill was charged on actual basis as per consumption recorded in meter SI No-"TWSP51078497". The physical verification report indicated that the above meter has been in running condition with meter status found 'OK' and advanced meter reading recorded as KWh- '003116'.
9. The chronology of meter installation records indicated that
  - 1) Meter SL No "WESCO170075" was in billing from Jan/Feb-2001 to May-June/2004.
  - 2) Meter SL No "1828810" was in billing from July/Aug-2004 to for two months.
  - 3) Meter SL No "1932385" was in billing from Sept-Oct/2004 to April/May-2011.
  - 4) Meter SL No "8047518" was in billing from June/July-2011 to Sept/Oct-2018.
  - 5) Meter SL No "WLT101852" was in billing from Nov/Dec-2018 to Nov-2023.
  - 6) Meter SL No "TWSP51078497" was in billing from Dec-2023 to till date.
10. It was further noticed that a theft case was booked against the inventory Dt.01.04.2021, charged with penalty amount of Rs.61,595/-

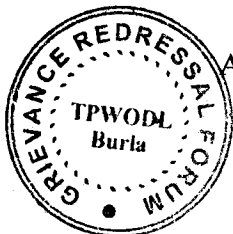
From the above-mentioned facts, reports, statements available on record, the Forum construed that the provisional and average bill so charged from Nov-2016 to Oct-2018 and from Dec-2021 to Nov-2023 are to be revised accordingly on the basis of monthly average consumption recorded in subsequent meter installed.

#### ORDER

After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation 155 of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to revise the energy bills charged from Nov-2016 to Oct-2018 on the basis of succeeding six months actual monthly average consumption as recorded in meter SI No WLT101852 from the date/month of installation of the same , 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 provisional/average energy bills charged from Dec-2021 to Nov-2023 on the basis of succeeding six months month actual average consumption as recorded in meter SI No-"TWSP51078" from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
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.*

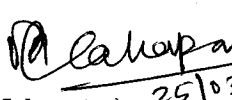
Accordingly, the case is disposed of.

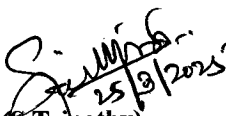



  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

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**  
(Co-Opted Member)  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**  
Copy to: -

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

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

1. Maheswar Mehera, At/Po-Rengali, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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/115/2025)

