

## 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)



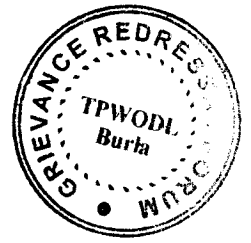
Ref: GRF/Burla/Div/DED/ (Final Order)/ 172(4)

Date: 29/04/2025

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

1	Case No.	BRL/152/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Gobinda Ch Amanta At-Gundiapali, Rengalbeda Dist-Deogarh	4141-1216-0020	9556478156	
3	Respondent/s	SDO (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	27.03.2025			
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	27.03.2025			
9	Date of Order	29/04/2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Deogarh



**Appeared**

**For the Complainant-** Gobinda Ch Amanta

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

**GRF Case No- BRL/152/2025**

Gobinda Ch Amanta  
At-Gundiapali, Rengalbeda,  
Dist-Deogarh  
Consumer No-4141-1216-0020

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Gobinda Ch Amanta appeared in the hearing on Dt. 27.03.2025 at the camp held at SDO Office, Deogarh & filed the petition wherein he has raised objection about billing dispute. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from March-2001 to Feb-2025, a PVR carried out on 04.04.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The bill served to consumer on actual basis up to Sept-2021 with meter No-"112120" under 'DOM' category with CD-1.00KW.
2. Then provisional/average bill served to consumer from Oct-2011 to May-2012.
3. The Meter No "8092201" was installed on 04.07.2012 with IMR=0 and then onwards the electricity bill served to consumer on actual basis up to Jul-2021. The average bill served to consumer from Aug-2021 to May-2023.
4. The consume availed OTS-Scheme on 22.03.2023 & settled the dues.
5. The new Meter No "TPWODL1184018" was installed on 29.06.2023 with IMR=0 & then onwards the electricity bill served to consumer on actual basis.
6. The average bill served to consumer from Sept-2021 to May-2023 already been revised at this end on 24.01.2025 and amount of Rs.12083.48 debited to consumer account.
7. The Opposite Party suggested to drop the case as the bill revision has already been done.

**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 4141-1216-0020, having CD-1KW under LT-Domestic category, coming under ESO-Reamal & 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,

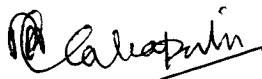
  
**President**

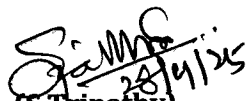
1. The ledger abstract revealed that actual bills were charged to the complainant in most of the period, except from Sept-2021 to May-2023 wherein average bills were raised on different units from time to time.
2. A new meter bearing SI No "TPWODL1184018" was installed on 29.06.2023, replacing the old meter no "8092201" & actual bills continued to charge thereafter from June-2023 onwards. The Physical Verification Report Dt.04.04.2025 indicated that the existing meter (meter no "TPWODL1184018") has been found in running condition with advanced meter reading recorded as KWh '5892'.
3. The Forum observed that the opposite party has acted upon the grievances & revised the average bills charged from Sept-2021 to May-2023 & Rs.12083.48/- was debited (added) to the complainant's account effected on Dt.23.02.2025, on the basis of upward assessment done for the defective period, considering the consumption recorded in subsequent meter no "TPWODL1184018".

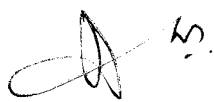
After careful consideration of hearing, documents & statements available on records, the Forum construed that, the average bills so revised from Sept-2021 to May-2023 as has been carried out by the Opposite Party is found to be genuinely raised as per rules & regulations in force. Therefore, there is no further scope of revision of previous bills raised.

Hence, the instant case is hereby dismissed.

Accordingly, the case is disposed of.

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

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

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

1. Gobinda Ch Amanta, At-Gundapali, Kengalbeda, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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/152/2025)

