

**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 S.Tripathy, Member (Finance)**



Ref: GRF/Burla/Div/SED/ (Final Order)/ 199 (4)

Date: 30/04/25

**Present:**

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

1	Case No.	BRL/158/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Rameswar Nanda At-Rupapali, Chipilima, Po-Chipilima Dist-Sambalpur-768025		4118-3104-0056	7749081452																																
3	Respondent/s	S.D.O (Elect), Hirakud			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	07.04.2025																																			
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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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																					
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8	Date(s) of Hearing	07.04.2025																																			
9	Date of Order	30/04/25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

*A.K.*  
**President**

**Grievance Redressal Forum**

## Appeared

**For the Complainant-** Rameswar Nanda  
Represented by Manju Nanda

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



### GRF Case No- BRL/158/2025

Rameswar Nanda  
At-Rupapali, Chipilima, Po-Chipilima  
Dist-Sambalpur  
Consumer No-4118-3104-0056

**COMPLAINANT**

**VRS**

**OPPOSITE PARTY**

SDO(Electrical), Hirakud, TPWODL.

### GIST OF THE CASE

Smt Manju Nanda on behalf of Rameswar Nanda appeared in the hearing on Dt. 07.04.2025 at the camp held at ESO Office, Chipilima and submitted a written complaint wherein she has stated that due to wrong billing there is much arrear against the consumer and supply has been disconnected due to nonpayment. She has request for revision of bill & restore of power supply against payment of Rs.2000.00/- only as her husband is bedridden and power supply is necessary for him.

### SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted billing abstract from April-2018 to March-2025, a Physical verification Report carried out on Dt. 17.04.2025 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The consumer received incorrect bills on the following average/provisional consumption:-  
864 units/provisional (June-2015 to Jan-2016)  
1728 units (Feb-2016 to Sept-2016)  
864 units (Oct-2016 to Sept-2017)
2. A new meter "WLT037352" changed on Sept-2017.
3. The Opposite Party suggested that bill from June-2015 to Sept-2017 based on the actual average consumption of meter No "WLT037352", calculated from Oct-2017 (IMR-113) to March-2018 (FMR).

### 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 4118-3104-0056, having CD-2KW under LT-Domestic category, coming under ESO-Chipilima & 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. Provisional/average bills charged from June-2015 to Jan-2016 @ 864 units/bimonthly.

2016 to Aug-2017 @ 864 units/monthly. Sept-2017 bill was charged on actual basis as per consumption recorded in new meter No "WLT037352" installed & updated during Sept-2017.

Hence, it is construed that, the bills are to be revised from Oct-2015 to Sept-2017 as per clause-155 of OERC Distribution (Conditions of Supply), Code,2019, subsequent to installation of meter No "WLT037352" during Sept-2017.


### ORDER

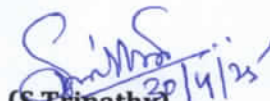
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. The Opposite Party is directed to revise the energy bills charged from Oct-2015 to Sept-2017 on the basis of succeeding six months average consumption with meter No "WLT037352" installed during Sept-2017, 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 adjustment 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** 30/09/25  
(Co-Opted Member)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
**(S. Tripathy)** 30/09/25  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

- Copy to:
1. Sri Rameswar Nanda, C/O- Manju Nanda, At-Rupapali, Chipilima, Po-Chipilima, Dist-Sambalpur.
  2. Sub-Divisional Officer (Elect.) Hirakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
  3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
  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:Bhoynagar, 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/158/2025)