

Grievance Redressal Forum  
TPWODL, BURLAQuarter 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/SED/ (Final Order)/ 950(4)

Date: 30-6-2025

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

1	Case No.	BRL/159/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Jagyasini Behera At-At-Papdera, Po-Basantpur, Dist-Sambalpur-768025		4118-3311-1105	9583622558																																
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	30-6-2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: ESO Office, Gosala

**Appeared**

**For the Complainant-** Jagyasini Behera  
Represented by Rushi Kumar Behera

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



**GRF Case No- BRL/159/2025**

Jagyasini Behera  
At-At-Papdera, Po-Basantpur, Po-Chipilima  
Dist-Sambalpur  
Consumer No-4118-3311-1105

**COMPLAINANT**

**VRS**

**OPPOSITE PARTY**

SDO(Electrical), Hirakud, TPWODL.


**GIST OF THE CASE**

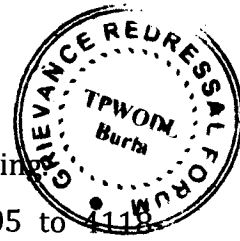
Sri Rushi Kumar Behera on behalf of Jagyasini Behera appeared in the hearing on Dt. 07.04.2025 at the camp held at ESO Office, Gosala. The Complainant filed the petition disputed about two energy bills being raised simultaneously in the name of the complainant. In this context, the complainant further submitted that she has been regularly paying the electricity bills against consumer No- "411833111105" with the meter installed in her premises having SL No. "WLT210118". But, she was astonished to know that another bill is existing in her name, having different consumer No "411833111102" , when she happened to receive the bill. Hence, the Complainant prayed before the Forum to consider his grievances and direct the Opposite Party to continue generation of energy bills against consumer No. "411833111105" and stop charging of another bill bearing consumer No. "411833111102" in her name to which she is unknown and not liable to pay.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted consumer history from May-2021 to June-2024, a Physical Verification Report carried out on Dt. 18.04.2025 & written statement any relevant in this case. In reply to the case the opposite party submitted the following facts.

1. As per (FG), Smt Jangyseni Behera was allotted two consumer numbers on March20,2021: 4118-3311-1102 & 4118-3311-1105.
2. Recent PVR No. 86039 dated April 18, 2025 for ESO Goshala shows meter No "WLT210718" installed at the premises of consumer No 4118-3311-1102 with an initial reading of 2209.
3. However, the consumer has been deposited bill amount incorrectly in consumer No. 4118-3311-1105.
4. The FG indicates that the bill for consumer No. 4118-3311-1102 has been blocked since May 2024.

  
**President**  
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5. To rectify the same, the Opposite Party suggested that,
- Regularize consumer No 4118-3311-1102 with current meter reading
  - Transfer the consumer's deposit amounts from 4118-3311-1105 to 3311-1102 from March 2021 to date.
  - Permanently disconnect the bill for consumer No. 4118-3311-1105.

#### **OBSERVATION**

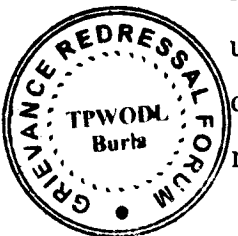
The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4118-3311-1105, having CD-2KW under LT-Domestic category, coming under ESO-Gosala & initial power supply effected on 20.03.2021.

That, the complainant has raised objection about absurd/false bills being raised against her in another account bearing Consumer No "411833111102". That for clarity and comparisons between two consumer account charged against the same complainant, the following tabular structure is depicted below with details of billing records.

<b>Consumer No :</b>	<b>411833111105</b>	<b>411833111102</b>
<b>Name :</b>	ANGYASINI BEHERA	JANGYASINI BEHERA
<b>Address :</b>	PO-BASANTPUR	PO-BASANTPUR ,SAMBALPUR,PO- BASANTPUR
<b>Office Name :</b>	ESO GOSALA	ESO GOSALA
<b>Meter Number/Installation Date :</b>	WESCO9237913/ 19-Mar-2021	WLT210718/ 19-Mar-2021
<b>Category :</b>	LT- / DOMESTIC	LT- / DOMESTIC
<b>Account No / CIN :</b>	14118009440 /	14118009421 /
<b>Billing Status :</b>	D-DISCONNECTED	D-DISCONNECTED
<b>Contracted Load :</b>	2.00 KW	2.00 KW
<b>Supply Release Date :</b>	20-Mar-21	20-Mar-21
<b>Total Security Deposit</b>	1196.00	0
<b>GIS Latitude :</b>	21	21
<b>GIS Longitude :</b>	83.9616925	83.9570614
<b>Disconnection Date :</b>	27-Mar-24	27-Mar-24
<b>S/D Updation Details :(Rs.)</b>	0	(-) Rs.1196.00/- adjusted on 29-MAR-2025
<b>Arrear Outstanding: (Rs.)</b>	37.60/July-2024	3496.95/Apr-2024

1. That, on examining the case in detail, the Forum observed from the records that both the above consumer accounts are having same consumer name entered in billing with same address and almost same GIS latitude & longitude recorded with same contracted Load under LT-/Domestic category.

2. That, as per records both the above supply was given initially on the same day i.e. on 20-Mar-2021, with contracted load of 2KW in each connection but with different meters installed.
3. That, ledger abstract indicated that actual bills were raised to the complainant against connection No "411833111105" upto the advanced reading of KWH- "000541" as on June-2023, as recorded in meter No "WESCO9237913", installed on 19.03.2021. That, actual bills were raised to the complainant against another connection No "411833111102" upto the advanced reading of KWH- "000541" as on July-2023, as recorded in meter No "WLT210718", installed on 19.03.2021.
4. That, both the above connections were officially disconnected on 27-Mar-24 and no bills were generated afterwards in both cases.
5. That, the total security deposit of Rs.1196.00/- has been available against consumer No "411833111105". However, ledger abstract revealed that the security deposit of Rs.1196.00/- was adjusted by the Opposite Party against the consumer No "411833111102", effected on 29-MAR-2025.
6. It was noticed from the records that the complainant has been depositing the electricity dues against consumer No "411833111105" but no trace of payment made against consumer No "411833111102", except a single deposit of Rs.6.00/- made on 01/05/2021 through cash mode.
7. That, the crux of the case lies on the physical status as to whether there has been only one electrical connection available in the premises or both the connections are being availed by the complainant and again, why such anomaly could not be traced by the engaged meter reader and sorted out by the Opposite Party then, allowed the monthly bills to continue for such long period from date of power supply till 27-Mar-24 and why the Opposite Party has adjusted the security deposit of Rs.1196.00/- on 29-MAR-2025 against consumer No "411833111102". The Opposite Party was asked to submit the detailed physical verification report along with other relevant documents to clarify the factual aspects of this case.
8. On clarification to the case, the Opposite Party submitted that the complainant has been wrongly depositing bill amounts against consumer No "411833111105". The Physical Verification Report dated 18.04.2025 of ESO(Elect.), Gosala, revealed that the consumer No "411833111105" was not physically found in the field but the complainant has been utilizing the power supply through meter No "WLT210718" physically installed against consumer No "411833111102" and advanced meter reading recorded in the above meter recorded as KWH" 002209".

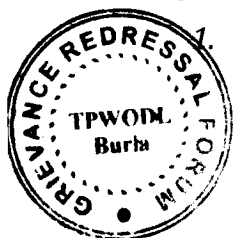


9. The complainant urged that since she has been receiving monthly electricity bills & paying the electricity dues against consumer No" 411833111105, another consumer account bearing SCNO-" 411833111102" need to be deleted from the records accordingly. On enquiry regarding the present usage of supply (since, the power supply remained in disconnected state from 27.03.2024 onwards), the complainant orally admitted that she has been utilizing the power supply for domestic usage on continual basis.
10. That, the Opposite Party urged before the Forum to issue orders to regularize the consumer No" 411833111102" actually available in the premises with meter No "WLT210718" and direct the Opposite Party to transfer the total deposited amount made against consumer No "411833111105" by the complainant into consumer No "411833111102" and instructions be given to disconnect/delete the bill so raised against consumer No" 411833111105".

The Forum on scrutinizing the records, reports available on record, construed that the energy bills so charged against consumer connection No" 411833111105" is not physically existing in the premises and found to be fictitiously raised, as certified by the Opposite Party . However, as per submission made by Opposite Party, the bills raised against consumer No" 411833111102" are to be regularized with reconnection of supply to be effected proactively and monthly energy bills are to be served to the complainant on the basis of advanced meter reading recorded in installed meter No" WLT210718" , available in the premises since 19-Mar-2021. Again, the energy bills from the date of initial power supply till the date of restoration of power supply are to be revised accordingly as per consumption recorded in meter No" WLT210718" . Further, the Opposite Party is required to transfer the total deposited amount made by the complainant against consumer No411833111105" into the running consumer No" 411833111102" , with complete deletion of wrong billing raised throughout against consumer No" 411833111105" . The Opposite Party is also required to trace out the meter No" WESCO9237913" that was initially updated against consumer No" 411833111105" and do the needful as per rules and regulations framed.

#### 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/charge the energy bills in the Consumer Service Connection No" 411833111102" , from the date of initial power supply i.e. 20.03.2021 till the date of restoration of power supply, on the basis of actual monthly average consumption recorded in meter No" WLT210718" , considering initial meter reading as on the date of

President

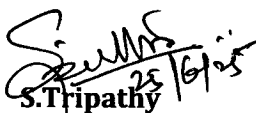
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initial power supply and final reading as on the date restoration of power supply, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.

2. The Opposite Party is directed to transfer the total deposited amount made by the complainant against consumer No." 411833111105" into the running consumer No" 411833111102", duly taking into consideration of the above amount as payment made, while revising/charging the bills as per direction given in para-1 above.
3. The Opposite Party is directed to delete the fictitious billing charged throughout against consumer No" 411833111105" and update the billing records accordingly.
4. The Opposite Party is directed to update the restoration of power supply immediately into billing database (as the complainant has been availing the supply on continual basis physically), so as to generate actual monthly bills henceforth.
5. 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
6. 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.**

  
S. Tripathy  
Member (Finance)  
Member

  
A.K. Satapathy  
(President)  
President

Copy to: - **Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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**TPWODL, Burla - 768017**

1. Sri Jagyasini Behera, C/O- Rushi Kumar Behera, At-At-Papdera, Po-Basantpur, 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: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/159/2025)