

## 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 SovanTripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 925 (4)

Date: 17/06/2025

**Present:**

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

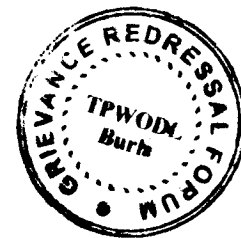
1	Case No.	BRL/165/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Rusav Khadia At/Po-Kudabaga, Samarbaga, Dist-Jharsuguda-768219		4172-2207-0289	7735498147																																
3	Respondent/s	S.D.O (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar																																
4	Date of Application	10.04.2025																																			
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	10.04.2025																																			
9	Date of Order	17/06/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

**Place of Camp:** SDO Office, Belpahar, TPWODL, Brajrajnagar

**Appeared**

**For the Complainant-** Rusav Khadia

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



**GRF Case No- BRL/165/2025**

(1) Rusav Khadia

At/Po-Kudabaga, Samarbaga,

Dist-Jharsuguda-768219

Consumer No.- 4172-2207-0289

**VRS**

(1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Rusav Khadia appeared in the hearing on Dt. 10.04.2025 at the camp held at SOD Office, Belpahar. The Complainant filed the petition disputing the provisional and average energy bills charged to him from time to time that has resulted in abnormal charging of excess bills. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes to enable him to pay the genuine dues accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted ledger copy for the period from Mar'2009 to Feb'2025, photocopy of meter photo & a Physical Verification Report carried out on Dt.15.04.2025 in this case.

**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 4172-2207-0289, having CD-2KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 10.02.2009. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, on examining the case in detail, the Forum observed from the records that 1<sup>st</sup> energy bill was charged to the complainant in Mar-2009 on provisional basis with meter No-"322767" installed at site. Actual bills were charged intermittently from May-2009 to January-2025 as per advanced consumption recorded in the aforementioned meter, apart from provisional & average bills raised in between many periods.
2. January-2025 bill was raised on actual basis with "9118" units, considering the current reading of KWH"17050", recorded in meter No"322767", thereby charging Rs.53,978.82/- for the month. Subsequently, February-25 & Mar-2025 bills were charged on average basis with "970" units & "1073" units respectively, declaring the above meter as defective. It has been observed that no new meter has been installed in the premises since then.
3. The FG database (Licensee's soft records) revealed that the Opposite Party has already acted upon the grievances and revised the earlier bills from March-2009 to January-2025, by spreading over the accumulated consumption of "17050" units, thereby giving slab benefit to

  
**President**  
**Grievance Redressal Forum**  
**TPWODL Belpahar 768017**

the complainant and Rs. 50085.85/- & Rs.8891.56/- was given credit (deducted from) and debit (added to) sundry effect into the consumer ledger respectively.

4. That, the Forum however, observed that the average bills from February-25 to April-2025 have not been revised accordingly.

The Forum on verifying the records, reports available on record, construed that the average bills so charged from February-25 till the replacement of existing meter(Meter No-"322767") are to be revised on the basis new meter to be installed as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

### **ORDER**

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

1. *The Opposite Party is directed to revise the energy bills charged from February-25 till the replacement of existing meter(Meter No-"322767") on the basis of succeeding six months actual monthly average consumption to be recorded in the new meter to be installed, 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 install a new tested meter immediately, in order to avoid further generation of average bills.*
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 adjustments 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.*

***The Opposite party is directed to submit the compliance report to this Forum within seven months from the date of issue of this order as the case may be.***

Accordingly, the case is disposed of.



*(S. Tripathy)*  
Member (Finance)  
16/6/25

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

*(A.K. Satapathy)*  
President  
16/6/25

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

Copy to: - (1) Kusav Khadra, At/Po-Kudabaga, Samantbag, Dist-Chandrapur, Jharkhand-768219.

(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, Brajrajnagar.

(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum in time, 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 Forums."

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/165/2025)