

## Grievance Redressal Forum

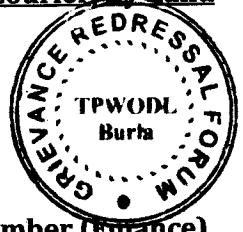
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: 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)/ 234(4)

Date: 17/06/2025

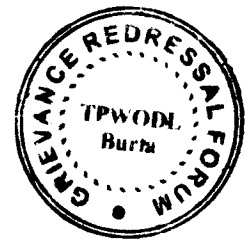
**Present:**

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

|    |  |   |   |  |   |
|----|--|---|---|--|---|
| 1  | Case No.                                     | BRL/167/2025  |   |  |   |
| 2  | Complainant/s                                | Name & Address  |   | Consumer No  | Contact No.                                   |
|    |  | Om Prakash Sa<br>S/O Late Bhimsen Sa (Consumer)<br>At-At-Darlipali, Gumadera,<br>Dist-Jharsuguda-768218   |   | 4172-2404-0600                                       | 6370022779                                    |
| 3  | Respondent/s                                 | S.D.O (Elect), Belpahar   |   |  | Division<br>B.N.E.D, TPWODL,<br>Brajarajnagar |
| 4  | Date of Application                          | 10.04.2025  |   |  |   |
| 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 ✓<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004<br>3. OERC Conduct of Business) Regulations,2004<br>4. Odisha Grid Code (OGC) Regulation,2006<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004<br>6. Others |   |  |   |
| 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   |   |  |   |

President

Grievance Redressal Forum



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

**Appeared**

**For the Complainant-** Om Prakash Sa  
Representative of Late Bhimsen Sa (Consumer)

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

**GRF Case No- BRL/167/2025**

Om Prakash Sa  
S/O Late Bhimsen Sa  
At-At-Darlipali, Gumadera  
Dist-Jharsuguda  
Consumer No-4172-2404-0600

**VRS**

**COMPLAINANT**

**OPPOSITE PARTY**

SDO(Electrical), Belpahar, TPWODL.

**GIST OF THE CASE**

Sri Om Prakash Sa son of late Bhimsen Sa appeared in the hearing on Dt. 10.04.2025 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein the complainant stated that although he is paying the electric bill every month but has got a bill for Rs.19034.52/- suddenly during Dec-2024 which was wrongly charged. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted billing abstract from March-2010 to Jan-2025, two PVRs carried out on Dt.03.03.2025 & 12.04.2025 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 4172-2404-0600, having CD-2KW under LT-Domestic category, coming under ESO-Gomadera & initial power supply effected on 05.03.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. There was actual billing made from Oct-2019 after installation of meter no "LW155244", during Sept-2019 till date.
  2. During the month of Dec-2024 there was consumption of '3071' units with KWh reading of '8101' which was disputed by the complainant.
  3. It is suspected that the reading of KWh '8101' is suppress reading for which the dispute arose.
  4. It was observed that the meter sl no- "LW155244" was installed in the premises on 29.09.2019 as per FG data base (licensee soft records) revealed. However, in Dec-2019, '1659' units were charged suddenly in a single month, which led to billing of Rs.7048.39/-.
- But was not subsequently addressed by the Opposite Party.

  
**President**

**Grievance Redressal Forum**  
TPWODL, Barga, 768017

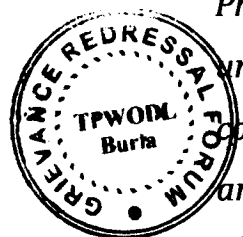
5. The FG data base (licensee soft records) indicated that energy bill charged from Feb-2023 to Dec-2024 were revised by the Opposite Party considering the consumption recorded in meter sl no "LW155244" and Rs.4213.55 was deducted from the complainant's account, effected on 07.03.2025.
6. The Physical Verification Report dt.12.04.2025 indicated that the existing meter no "LW122544" has been found at consumer site with meter status found 'OK' and advanced reading recorded as KWh-'008441'. However, it was observed that the meter sl no stated above was not matching with the meter no "LW155244" as updated in billing records. The Opposite Party clarified that actual meter Sl No was found to be "LW122544" physically installed in the premises that was mistakenly entered in billing as "LW155244".

Hence, considering the reports, statements available on records, the Forum construed that the energy bill charged from the date of installation of meter no-"LW122544" till date of inspection i.e on 12.04.2025, are to be revised on monthly average basis to extend fair & reasonable justice to the complainant.


#### 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 date of installation of meter no "LW122544" i.e Dt.29.09.2019 to Dt.12.04.2025 (as per Physical Verification Report submitted), on the basis of recasting the accumulated units of KWh-"008441" (so recorded in afore mentioned date) on monthly average consumption basis, 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 update the meter no "LW122544" into billing data base without further delay.*
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.*

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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.

**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

Grievance Redressal Forum  
TPWODL, Burla - 768017

  
A.K. Satapathy

(President)  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

Copy to: -

1. Om Prakash Sa, S/O Late Bhimsen Sa, At-At-Darlipali, Gumadera, 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/167/2025)

