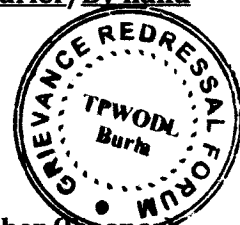


**Grievance Redressal Forum
TPWODL, BURLA**

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/DED/ (Final Order)/ 2304

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/191/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mamata Pradhan At-Raital, Po-Jharagogua, Dist-Deogarh-768108		4141-1521-0191	7978485080
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.04.2025			
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 ✓.			
		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	16.04.2025			
9	Date of Order	17/06/2025			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Mamata Pradhan

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

GRF Case No- BRL/191/2025

Mamata Pradhan
At-Raital, Po-Jharagogua,
Dist-Deogarh
Consumer No-4141-1521-0191

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Mamata Pradhan appeared in the hearing on Dt. 16.04.2025 at the camp held at SDO Office, Deogarh. The Complainant filed the petition disputed about the additional charge of Rs4700/- raised against the defective period in addition to the defective bills charged to his domestic connection. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party not submitted any relevant documents except billing abstract from May-2015 to March-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 4141-1521-0191, having CD-1KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 26.05.2015. 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 1st energy bill was charged to the complainant in April/May-2015 on provisional basis with meter No-"WCV24506" installed at site. Provisional and actual bills were charged intermittently upto January-2017. Average bills were raised subsequently from Feb/March-2017 to April-2023 @108 units/122 units and on different units from time to time.
2. The ledger abstract revealed that a new meter bearing SL. No-"TPWODL1184703" was installed in the premises on 07.06.2023, replacing the old meter No" WCV24506"and actual bills continued to charge thereafter from May-2023 onwards on the basis of consumption recorded in the above meter installed in the premises. The monthly average consumption during initial period of one year, after installation of existing meter, was found to be @111 unit approximately.

President

**Grievance Redressal Forum
TPWODL, Burla - 768017.**

3. It was observed from records that the defective period billing from June-2021 to May-2023 was assessed again by the Opposite Party on the basis of consumption recorded in the new meter installed subsequently and Rs. 4689.90/- was debited(added) to the consumer's account, effected on 14.02.2025. This additional bill so raised by the Opposite Party was found to be genuinely charged and hence, there is no further scope of revision of earlier bills.


The instant case is hereby dismissed.

Accordingly, the case is disposed of.


S. Tripathy
Member (Finance)
Member

Grievance Redressal Forum

Copy to: - TPWODL, Burla - 768017


A.K. Satapathy
(President)
President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Mamata Pradhan, At-Raital, Po-Jharagogua, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/191/2025)

