

**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/SEED/ (Final Order)/ 232 G3

Date: 17/06/2025

Present:

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

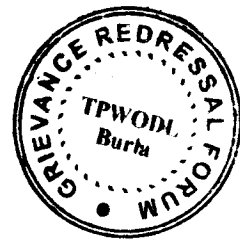
1	Case No.	BRL/194/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Baikunthanath Swain At-Kutrapali, Po-Sarapali, Ps-Rairakhhol, Dist-Sambalpur-768106		4164-3304-3465	
3	Respondent/s	SDO (Elect), Rairakhhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	18.04.2025			
5	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	18.04.2025			
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: ESO Office, Naktideol

Appeared

For the Complainant- Baikunthanath Swain

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



GRF Case No- BRL/194/2025

Baikunthanath Swain
At-Kutrapali, Po-Sarapali,
Ps-Rairakhol,
Consumer No-4164-3304-3465

COMPLAINANT

VRS

SDO(Electrical), Rairakhol, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Baikunthanath Swain appeared in the hearing on Dt. 18.04.2025 at the camp held at ESO Office, Naktideol. The Complainant filed the petition disputed about the additional charge of Rs3867/- 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 has submitted billing abstract from April-2022 to March-2025, a Physical Verification Report carried out on Dt.23.04.2025 & a consumer information sheet in this case.

OBSERVATION

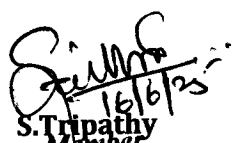
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4164-3304-3465, having CD-1.00KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 02.09.2021. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the records that 1st energy bill was charged in February/March-2022. Subsequently, average bills were charged from August-2023 to May-2024, as the meter was declared as burnt.
2. The ledger abstract revealed that a new meter bearing SL. No-"TWB156158" was installed in the premises on 18.06.2024, replacing the old meter No."WHL014024" and actual bills continued to charge thereafter till last billing.

3. It was observed from records that Rs. 3387.46/- was debited(added) to the consumer's account on the basis meter change assessment carried out by the Opposite Party, effected in consumer ledger on 28.03.2025. This additional bill so raised by the Opposite Party, re-assessing the previous average bills on the basis of subsequent meter actual consumption recorded, is found to be genuinely charged and hence, there is no further scope of revision of earlier bills.

The instant case is hereby dismissed.

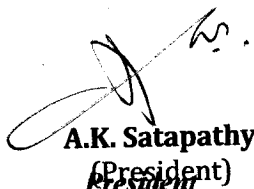
Accordingly, the case is disposed of.


S. Tripathy
Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Baikunthanath Swain, At-Kutrapali, Po-Sampal, B. Raipur, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.


A.K. Satapathy
(President)

Grievance Redressal Forum

TPWODL, Burla - 768017

"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/194/2025)

