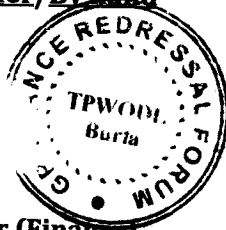


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 9368

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/195/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Satyabadi Pradhan At-Pununali, Po-Batagaon, Naktideol. Rairakhol, Dist-Sambalpur	4164-3302-3475	9178986399	
3	Respondent/s	SDO (Elect), Rairakhol		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			

(Signature)
President

Place of Camp: ESO Office, Naktideol

Appeared

For the Complainant- Satyabadi Pradhan



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

GRF Case No- BRL/195/2025

Satyabadi Pradhan
At-Pununali, Po-Batagaon,
Naktideol. Rairakhol,
Consumer No-4164-3302-3475

COMPLAINANT

VRS

SDO(Electrical), Rairakhol, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Satyabadi Pradhan 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 abnormal bill raised particularly during the replacement of old meter. 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 Dec-2021 to March-2025, a Physical Verification Report carried out on Dt.23.04.2025, meter photo, Photocopy of meter replacement report & 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 4164-3302-3475, having CD-0.50KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 15.11.2021. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

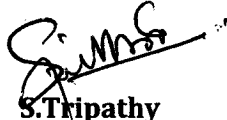
1. That, on examining the case in detail, the Forum observed from the records that during March-2024, actual bill of 302 units were charged, considering the initial reading of KWH "000147" and current reading of KWH "00449", recorded in meter SL. No. "WHL012730". The Opposite Party certified that the same meter was changed with a new meter No "TWST1714896", due to error code showing in the old meter as "UEr449.02". However, KWH "00449" was wrongly entered in billing as current reading for the month which led to charging of Rs.1535.99/- with "302" units charged for the month.
2. It was observed from records that a new meter No "TWST1714896" was installed in the premises on 21-May-2024.


President

3. The ledger abstract also revealed that the energy bills charged from December-2021 to March-2024 have been revised by the Opposite Party and Rs. 552.42/- was given credit effect to the complainant's ledger on 24.04.2024, which covers the abnormal bill previously charged in March-2024. Actual bills have been continuing since May-2024 onwards and there is no further scope for revision to this effect.

The instant case is hereby dismissed devoid of any merit.

Accordingly, the case is disposed of.



S. Tripathy
Member (Finance)
Member



A.K. Satapathy
(President)
President

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

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Satyabadi Pradhan, At-Pununali, Po-Batagaon, Naktideol. Rairakhol, 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.

"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/195/2025)

