

Grievance Redressal Forum

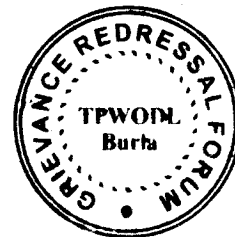
TPWODL, BURLA

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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 276(4)

Date: 30-6-2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/203/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Raghunath Panigrahi At-Qtr. No.G41/1, Near SDO Colony Po-Hirakud, Dist-Sambalpur		4118-3412-0194	
3	Respondent/s	SDO (Elect), Hirakud		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	09.05.2025			
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	09.05.2025			
9	Date of Order	30-6-2025			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Hirakud, TPWODL, Sambalpur



Appeared

For the Complainant- Raghunath Panigrahi

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

GRF Case No- BRL/203/2025

Raghunath Panigrahi

At-Qtr. No.G41/1, Near SDO Colony

Po-Hirakud,

Dist-Sambalpur

Consumer No-4118-3412-0194

VRS

SDO(Electrical), Hirakud TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Raghunath Panigrahi (Consumer) appeared in the hearing on Dt. 09.05.2025 at the camp held at ESO Office, Hirakud & filed the petition disputed about the additional charge of Rs. 46,602/- raised against 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 not submitted any relevant documents except written version through e-mail dtd. 29.05.2025 in this case. In reply to the case the opposite party has submitted the following facts :-

1. The consumer has complained about an incorrect addition of Rs. 46,602 in the December 2022 bill and has requested that this amount be withdrawn to enable them to clear all dues.
2. Upon verification in the FG module, it was found that the amount of Rs. 46,602 was added to the bill in December 2022 due to an upward revision from March 2019 to February 2021 (defective period). This revision was based on the average consumption of the succeeding six months with meter No. LW540181, using readings from March 2021 (IMR-0) to August 2021 (FMR-3321).
3. As per the consumer's request, if the revision is recalculated from March 2019 to February 2021 (defective period) using the average consumption of the succeeding 12 months with meter No. LW540181 (readings from March 2021 (IMR-0) to February 2022 (FMR-4317)), an amount of Rs. 26,503 may be withdrawn.

OBSERVATION

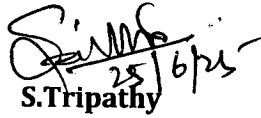
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4118-3412-0194, having CD-2KW under LT-Domestic category, coming under ESO-Hirakud & initial power supply effected on 01.01.1990. 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 provisional and average bills were charged from July-2015 to March-2021 @73 units/216 units/288 units per month from time to time.

- 2) The ledger abstract revealed that a new meter bearing SL. No-" LW540181" was installed in the premises on 05-Mar-2021, replacing the old meter No." WESCO232399"and actual bills continued to charge thereafter till last billing.
- 3) It was observed from records that Rs. 46602.38/- was debited(added) to the consumer's account on the basis of defective meter assessment carried out by the Opposite Party from March-2019 to February-2021(i.e. 24 months period out the total 69 months defective period), effected in consumer ledger on 13.12.2022. This additional bill 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 as per regulations in force and hence, there is no further scope of revision of earlier bills.

Hence, the instant case is hereby dismissed.

Accordingly, the case is disposed of.


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. Raghunath Panigrahi, At-Qtr. No.G41/1, Near SDO Colony,Po-Hirakud,Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Hirakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), SED, 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/203/2025)

