

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601  
Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 237<sup>(4)</sup>

Date: 25.06.2025

**Present:**

**Sri A.K. Satapathy, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/204/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Garjan Bhoi C/o-Bikram Bhoi At-Maneswar,Batemora, Po-Tentolitikra,Sahaspur Dist-Sambalpur		4162-3103-0737	9827022465																																
3	Respondent/s	SDO (Elect), Dhanupali,TPWODL		Division S.E.E.D, TPWODL, Sambalpur																																	
4	Date of Application	14.05.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	14.05.2025																																			
9	Date of Order	25.06.2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

**Place of Camp:** ESO Office, Sahaspur, TPWODL, Sambalpur



**Appeared**

**For the Complainant-** Garjan Bhoi  
Represented by Bikram Bhoi

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

**GRF Case No- BRL/204/2025**

**COMPLAINANT**

Garjan Bhoi  
C/o-Bikram Bhoi  
At-Maneswar, Batemora,  
Po-Tentolitikra, Sahaspur  
Dist-Sambalpur  
Consumer no-4162-3103-0737

**VRS**

SDO(Electrical), Dhanupali, TPWODL.

**OPPOSITE PARTY**


**GIST OF THE CASE**

Bikram Bhoi, S/o Garjan Bhoi (Consumer) appeared in the hearing on Dt. 14.05.2025 at the camp held at ESO Office, Sahaspur & filed the petition disputed the abnormal energy bills charged to the tune Rs.40,000/- particularly raised after installation of a new meter. In consideration to his load, this irrational surge in billing amount could not be paid by him. 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 written version and Physical Verification Report on 10.05.2025 through e-mail dtd. 29.05.2025 in this case. In reply to the case the opposite party has submitted the following facts :-

- 1- Consumer's date of supply is 26.05.2018.
- 2- Billing was in actual basis from June-2018 to March-2023.
- 3- In March-2023 actual billing was generated of 3060 units which seems suppress reading.
- 4- In July-2023, average bill of 4 months of 2153 units was generated. And in January-2024 C code bill of 10 months of 2284 units.
- 5- A new meter sl. no- TWBd24243 was installed on dt-28.01.2024.
- 6- Above average bills from 11.04.2023 to 28.01.2024 was already revised and Rs.23505.68 is withdrawn in the month of March-2025.
- 7- The bill of March-2023 can be revised by spreading over reading of 4040 units.

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

### 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 4162-3103-0737, having CD-0.50KW under LT-Domestic category, coming under ESO-Sahaspur & initial power supply effected on 26.05.2018. 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 1<sup>st</sup> energy bill was charged to the complainant in June-2018 on actual basis with meter No-"WLT120078" installed at site. Actual bills were charged thereafter till March-2023 upto the current reading of KWH"004040", as recorded in above mentioned meter. But, sudden abnormal bill of "3060" units were charged on actual basis in March-2023, considering the initial reading of KWH"000980" and current reading of KWH" 004040". Then, July-2023 bill was charged on provisional basis with "2153" units.
- 2) The ledger abstract revealed that a new meter bearing SL. No-"TWB624243" was installed in the premises on 28-Jan-2024, replacing the old meter No" WLT120078" but, actual bill was charged for the month with "2284" units, even though current reading of KWH"000009" was recorded.
- 3) It was observed that the Opposite Party has acted upon the grievances and revised the bills from April-2023 to January-2024, on the basis of succeeding months actual monthly average consumption recorded in meter No" TWB624243", from the date of installation of the same meter and Rs. 23505.68/- was credited (deducted from) to the consumer account, effected in billing on 28-03-2025.
- 4) The Physical Verification Report dated 10.05.2025, revealed that the existing meter SL No" TWB624243" has been found in running condition with meter status found "OK" and advanced reading recorded as KWH"000264".

The Forum on verifying the records, reports available on record, construed that the abnormal bills raised from April-2023 to January-2024 have been already revised. However, the erratic bill so charged particularly in March-2023 with "4040" units are to be recasted/spreaded over on monthly average basis from the date of installation of meter No" WLT120078" till March-2023 billing, in order to redress the grievances accordingly.

### 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.

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017



1. The Opposite Party is directed to revise the energy bills charged to the complainant from the date of installation of meter No" WLT120078" to March-2023, on the basis of recasting/spreading over of total accumulated units of KWH"004040" recorded as on March-2023, on daily/monthly average 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 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
3. 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*  
**S. Tripathy**  
 Member (Finance)  
 Member  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

*A.K. Satapathy*  
**A.K. Satapathy**  
 (President)  
 President  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Garjan Bhoi, C/o-Bikram Bhoi, At-Maneswar, Batemora, Po-Tentolitikra, Sahaspur, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Dhanupali, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/204/2025)