

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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/BNED/ (Final Order)/ 25264

Date: 30-6-2025

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

1	Case No.	BRL/233/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Laltu Gupta At/Po-Near Jagannath Mandir, Brajrajnagar Dist-Jharsuguda-768216		4171-2106-0127	9040401565
3	Respondent/s	SDO (Elect), Brajrajnagar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	20.05.2025			
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	20.05.2025			
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:** SDO Office, Brajrajnagar, TPWODL, Brajrajnagar



**Appeared**

**For the Complainant-** Laltu Gupta

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

**GRF Case No- BRL/233/2025**

Laltu Gupta

At/Po-Near Jagannath Mandir, Brajrajnagar

Dist-Jharsuguda-768216

Consumer No-4171-2106-0127

**VRS**

SDO(Electrical), Brajrajnagar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Laltu Gupta (Consumer) appeared in the hearing on Dt. 20.05.2025 at the camp held at SDO Office, Brajrajnagar & filed the petition objected about average bills charged against his general-purpose connection during 2019 to 2021. In this context, the complainant further submitted that a new meter was installed during September/October-2021 & currently, the power supply has not been utilized by him for his commercial establishment. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted ledger copy for the period from Dec'2002 to Mar'2025, written version and physical verification report on 28.05.2025 through e-mail dtd.30.05.2025 in this case. In reply to the case the opposite party has submitted the following facts :-

1. The date of power supply to the consumer is 09.08.2002.
2. The consumer was billed on provisional & average basis from the month of Jul'2014 to Aug'2021 and the meter was changed on 11.09.2021. After meter change billing amount was low and normal but during average billing the bill was for high unit.

**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 4171-2106-0127 having CD 1.50KW under LT-GENERAL PURPOSE < 110 KVA category, under ESO-Brajrajnagar & initial power supply effected on 09.08.2002. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) That, on scrutinizing the case in detail, the Forum observed from the records that 1st energy bill was charged to the complainant in December-2002 with meter No-"A70280" installed at site. Subsequently, actual bill and provisional bills were charged intermittently upto June-2014.
- 2) It was observed that average bills were charged continuously from July-2014 to August-2021 @54 units/100 units/162 units from time to time.
- 3) The ledger abstract revealed that a new meter bearing SL. No." LW613424" was installed in the premises on 11-Sep-2021 and then, actual bills continued to charge thereafter & all the provisional bills charged previously after installation of the same meter were adjusted in subsequent billing months.

4) The ledger abstract also revealed that the energy bills from August-2021(dtd.11.09.2021) to November-2021(dtd.22.12.2021) and from August-2024(dtd.19.08.2024) to January-2025(dtd.28.02.2025) were revised by the Opposite Party and Rs.65.29/- and Rs.827.01/- were credited back(deducted from) to the consumer account respectively.

5) The Physical Verification Report dtd.28.05.2025 indicated that the existing meter bearing SL. No." LW613424" has been found in running condition with meter status found "OK" and advanced meter reading recorded as KWH"000012".

The Forum on verifying the records, reports available on record, construed that the average bill charged from September-2019 to August-2021(limited to two years) are to be revised on the basis of succeeding six months actual monthly average consumption recorded in meter No" LW613424", from the date of installation of the same, as per regulation 155 of OERC Distribution (Condition Of Supply), Code, 2019.

### **ORDER**

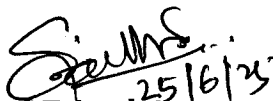
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019.

1. *The Opposite Party is directed to revise the energy bills charged from September-2019 to August-2021, on the basis actual monthly average consumption recorded in meter No" LW613424", considering initial meter reading as on the date of installation of afore mentioned meter and final reading as KWH"000141" as on August-2024, 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

Member (Finance)  
Member

Grievance Redressal Forum  
TPWODL, Burla - 768017

  
A.K. Satapathy  
(President)  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: -**

1. Laltu Gupta, At/Po-Near Jagannath Mandir, Brajrajnagar, Dist-Jharsuguda-768216.
2. Sub-Divisional Officer (Elect.) Brajrajnagar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
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/233/2025)

