

## Grievance Redressal Forum

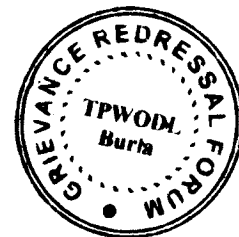
TPWODL, BURLA

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/BNED/ (Final Order)/ 251(4)

Date: 30-6-2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

|    |  |  |   |  |             |
|----|--|--|---|--|-------------|
| 1  | Case No.                                     | BRL/235/2025   |   |  |             |
| 2  | Complainant/s                                | Name & Address   |   | Consumer No  | Contact No. |
|    |  | Shyam Sundar Khadia<br>C/o- Karuna Khadia<br>At-Badjob, Gandhichowk,<br>Po-Rajpur,<br>Dist-Jharsuguda-768216 |   | 4171-2403-0449                                       | 6372476406  |
| 3  | Respondent/s                                 | SDO (Elect), Brajrajnagar, TPWODL  |   | Division<br>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-** Shyam Sundar Khadia

Represented by Karuna Khadia

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

**GRF Case No- BRL/235/2025**

Shyam Sundar Khadia

C/o- Karuna Khadia

At-Badjob, Gandhichowk,

Po-Rajpur,

Dist-Jharsuguda-768216

Consumer No-4171-2403-0449

**VRS**

SDO(Electrical), Brajrajnagar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Karuna Khadia, C/o - Shyam Sundar Khadia (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 domestic connection during the last four years till 2018. In this context, the complainant could not emphatically mention the period and nature of the billing dispute. 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 May'2007 to Apr'2025, written version dtd.30.05.2025 and physical verification report dtd.13.05.2025 through e-mail dtd. 30.05.2025 and again submit a Physical Verification Report on 22.04.2025 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 03.05.2007.
2. The consumer was billed on provisional & average basis from the month of Mar'2009 to Dec'2018. After that, the meter was changed on Jan'2019(LW071827). 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 4171-2403-0449 having CD 2.50KW under LT-Domestic category, coming under ESO Gandhi Chowk & initial power supply effected on 03.05.2007. 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 1<sup>st</sup> energy bill was charged to the complainant in May-2007 with meter No-"0304092" installed at site. Subsequently, actual bills were charged upto July-2008.

- 2) It was observed that provisional bills were charged from August-2008 to January-2009 but, only last two months provisional bills were adjusted, leaving the remaining period unadjusted in February-2009.
- 3) That, provisional and average bills were charged continuously from March-2009 to December-2019 @ 2 units/ 69 units/144units/360 units/270 units per month from time to time.
- 4) The ledger abstract revealed that a new meter bearing SL. No."LWO71827" was installed in the premises on 29-Oct-2018 and then, actual bills continued to charge thereafter till October-2021 & then, provisional bills were charged from November-2021 to July-2023.
- 5) On oral submission to the case, the Opposite Party confirmed the fact that Rs.7202.20/- was auto adjusted for the period from November-2021 to July-2023, on restoration of power supply on 15-Apr-2025 that was disconnected previously on 10-Aug-2023.
- 6) The Physical Verification Report dtd.13.05.2025 indicated that the existing meter bearing SL. No."LWO71827" has been found in running condition with meter status found "OK" and advanced meter reading recorded as KWH"000295".

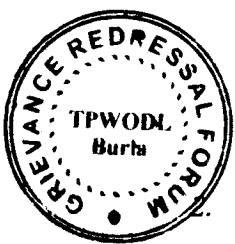
The Forum on verifying the records, reports available on record, construed that the average bill charged upto and including two years prior to installation of meter No" LWO71827" are to be revised on the basis of succeeding six months actual monthly average consumption recorded in meter No" LWO71827", from the date of installation of the same, as per regulation 155 of OERC Distribution(Condition Of Supply), Code, 2019.

### **ORDER**

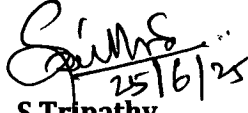
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019.

1. *The Opposite Party is directed to revise the energy bills charged from January-2017 to December-2018, on the basis actual monthly average consumption recorded in meter No" LWO71827", considering initial meter reading as on the date of installation of afore mentioned meter and final reading as KWH"000228" as on February-2020, 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 revise the energy bills charged from August-2008 to February-2009 on the basis of actual monthly average consumption recorded in meter No." 0304092", considering initial meter reading as KWH"000895" as on August-2008 and final meter reading as KWH"000910" as on February-2009.*
3. *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*
4. *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. Shyam Sundar Khadia, C/o- Karuna Khadia, At-Badjob, Gandhichowk, Po-Rajpur, 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/235/2025)

