

## Grievance Redressal Forum

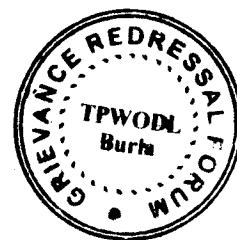
TPWODL, BURLA

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)/ 275 (4)

Date: 30-6-2025

**Present:**

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/237/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Debendra Rout At/Po-Landupali, Rengali Dist-Sambalpur		4163-3531-0126	9556589504
3	Respondent/s	SDO (Elect), Rengali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	21.05.2025			
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	21.05.2025			
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,Rengali,TPWODL,Sambalpur

**Appeared**

**For the Complainant-** Debendra Rout  
Represented by Sukanti Rout

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



**GRF Case No- BRL/237/2025**

Debendra Rout  
C/o-Sukanti Rout  
At/Po-Landupali,Rengali  
Dist-Sambalpur  
Consumer No-4163-3531-0126

**VRS**

SDO(Electrical), Rengali, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sukanti Rout,C/o-Debendra Rout (Consumer)appeared in the hearing on Dt. 21.05.2025 at the camp held at SDO Office, Rengali & filed the petition disputed about the additional charge of Rs 8170.56/- raised against the defective period from December-2021 to August-2023,charged 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 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 4163-3531-0126, having CD 1KW under LT-Domestic category, coming under ESO-Rengali & 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,

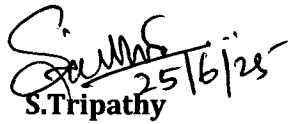
- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the records that actual bill was charged upto September/October-2021 billing, as per consumption recorded in meter No" WUS24209". Thereafter, provisional and average bills were charged from November/December-2021 to August-2023 on different units from time to time.
- 2) The ledger abstract revealed that a new meter bearing SL. No-" TW02085411" was installed in the premises on 28-Sep-2023, replacing the old meter No." WUS24209"and actual bills continued to charge thereafter.
- 3) That, a power theft was detected on 14-Mar-2025 and an assessment amount of Rs. 8345.00/- was additionally charged for the same.

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- 4) It was observed from records that Rs. 8170.56/- was debited(added) to the consumer's account on the basis meter change assessment carried out by the Opposite Party, effected in consumer ledger on 11-03-2025. This additional bill so 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 and hence, there is no further scope of revision of earlier bills.

*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. Debendra Rout, C/o-Sukanti Rout, At/Po-Landupali, Rengali, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Rengali, TPWODL, Sambalpur 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/237/2025)

