

## Grievance Redressal Forum

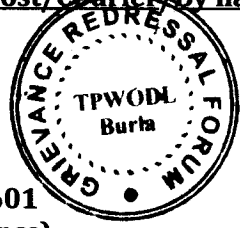
TPWODL, BURLA

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)/ 279 (4)

Date: 30/06/2025

**Present:**

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/239/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jagannath Mirdha At/Po-Amkuni, Ps-Dhama Dist-Sambalpur		4162-3310-0585	6372125324
3	Respondent/s	SDO (Elect), Dhanupali			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	10.06.2025			
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	10.06.2025			
9	Date of Order	30/06/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

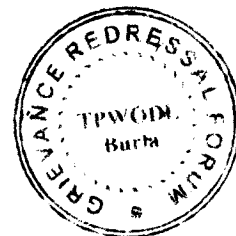
  
President
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Place of Camp:** ESO Office, Dhama

**Appeared**

**For the Complainant-** Jagannath Mirdha

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



**GRF Case No- BRL/239/2025**

Jagannath Mirdha

At/Po-Amkuni,

Ps-Dhama

Dist-Sambalpur

Consumer No-4162-3310-0585

**VRS**

SDO(Electrical), Dhanupali, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Jagannath Mirdha appeared in the hearing on Dt. 10.06.2025 at the camp held at ESO Office, Dhama. The Complainant filed the petition disputed about provisional and average bills charged from March-2019 to July-2019. Hence, the Complainant prayed before the Forum to consider his grievances sympathetically and direct the Opposite Party to resolve the billing disputes accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Dec-2013 to May-2025, a Physical Verification Report carried out on 10.06.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Provisional & average bills were charged from Feb-2019 to Sept-2022.
2. A new meter was installed on 12.09.2021 with meter sl no "LW354228" with IMR-0, but was updated on 19.01.2022.
3. Bills from Sept-2021 to Oct-2022 has already been revised as per new meter consumption.
4. The opposite party suggested that bill from March-2019 to Aug-2021 are to be revised as per Regulation-155.

**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 4162-3310-0585, having CD-0.11KW under LT-Domestic category, coming under ESO-Dhama & initial power supply effected on 01.09.2013. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President

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1. That, on examining the case in detail, the Forum observed from the records that provisional and average bills were charged from February-2019 to July-2021 @1332 units on bi-monthly basis and average bills continued to charge till September-2022 billing on different units from time to time.
2. That, a new meter SL. No." LW354228" installed in the premises on 12-Sep-2021, replacing the old meter No" 604350", but was updated later on 19-Jan-2022, due to which average bills continued upto September-2022.
3. That, actual bills were charged thereafter from October/November-2022 onwards as per the consumption recorded in the existing meter No" LW354228".
4. It was learnt that the average bills charged from September-2021 to September-2022 have been already revised by the Opposite Party due to delayed meter updation and Rs. 4280.02/- was added(debited) to the consumer account, effected in billing on 24-11-2022.
5. That, the Physical Verification Report dtd.10.06.2025 indicated that the existing meter SL No." LW354228" has been found in running condition with meter status found "OK" and advanced meter reading recorded as KWH"002120".

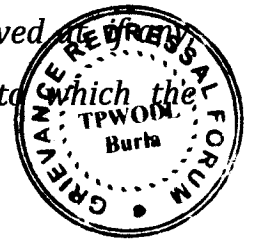
The Forum on scrutinizing the records, reports available on record, construed that the provisional/average bills charged prior to installation of meter No" LW354228" i.e. from September-2019 to August-2021 are to be revised by the Opposite Party, limited to two years, as per Regulation 155 of OERC Distribution (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 bill charged in September-2019 to August-2021, on the basis of actual monthly average consumption recorded in meter No" LW354228", considering initial meter reading as on the date of installation of above mentioned meter and final reading As KWH" 001349" as on November-2022, 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 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  
30/6/25

Member (Finance)

  
A.K. Satapathy

President

Copy to: -Grievance Redressal Forum

Grievance Redressal Forum

- TPWODL, Burla, 768017
1. Jagannath Mirdha, At/Po-Amkuni, Ps-Dhama, Dist-Sambalpur, TPWODL, Burla, 768017
  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/239/2025)