

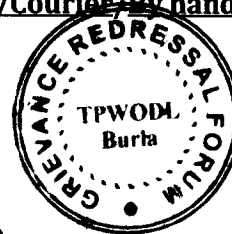
Grievance Redressal Forum

TPWODL, BURLA

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 281 (4)

Date: 30/06/2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/242/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rajendra Dandsena C/O-Murali Dandsena Jhankarpada, Hirakud Dist-Sambalpur		4118-3401-0157	7377192872
3	Respondent/s	SDO (Elect), Hirakud			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	17.06.2025			
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	17.06.2025			
9	Date of Order	30/06/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Hirakud

Appeared

For the Complainant- Rajendra Dandsena
Represented by Murali Dandsena

For the Respondent - SDO(Electrical),Hirakud, TPWODL.

GRF Case No- BRL/242/2025

Rajendra Dandsena
C/O- Murali Dandsena
Jhankarpada, Hirakud
Dist-Sambalpur
Consumer No-4118-3401-0157

VRS

SDO(Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Murali Dandsena on behalf of Rajendra Dandsena appeared in the hearing on Dt. 17.06.2025 at the camp held at SDO Office, Hirakud. The Complainant filed the petition objected about high abnormal bills charged against his domestic connection particularly in April-2025, that led to charging of above one lakh rupees in a single month. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.

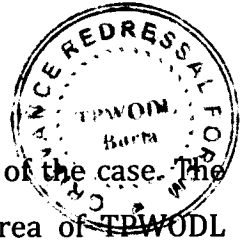
SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per FG meter (No. "LW357841") was changed on 22nd December 2019. However, bills were served on a provisional basis from Feb-2020 to Nov-2021 and actual billing started in Dec-2021 with FMR of 12688.
2. Again, bills were served on a provisional basis from Jan-2022 to Nov-2022. Actual billing resumed in Dec-2022 with FMR of 22649, recording 9961 units and amounting to Rs.45089.58.
3. Subsequently, bills were served on a provisional basis from Jan 2023 to Aug 2023 and meter reading were not taken from Sept 2023 to March 2025, suddenly, an actual bill was served in April 2025 with FMR of 45131, recording 22482 units with amounting to Rs.1,00,550.60.
4. The opposite party suggested that, "to provide slab benefits to the consumer, spreading the bill amount over the period from Jan 2022 to April 2025."


President

Grievance Redressal Forum



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 4118-3401-0157, having CD-2KW under LT-Domestic category, coming under ESO-Hirakud RE & initial power supply effected on 04.05.2005. 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 billing records that 1st energy bill was charged to the complainant in May-2005 on actual basis with meter No" 1951487" installed at site.
2. As per the complaint petition filed regarding abnormal bill charged particularly in April-2025, it was revealed from the ledger abstract that December-2022 was charged on actual basis taking into account the current reading of Kwh" 22649", recorded in the meter No" LW357841".
3. That, provisional bills were raised subsequently from January-2023 to August-2023 and then, no monthly bills were charged from September-2023 to August-2024.
4. That, the power supply was disconnected on 20-Sep-2024 and later, reconnected on 24-Feb-2025. No energy bill was charged in March-2024.
5. That, April-2025 bill was charged abnormally on actual basis with "22482" units in a single month, considering initial reading of KWH" 22649" and current meter reading of KWH" 45131", charged with an amount of Rs. 100550.60/- , for the month.
6. That, May-2025 bill was charged on actual basis considering the current reading of KWH" 46107", as recorded in existing meter No" LW357841".
7. The ledger abstracts also revealed that a new meter bearing SL. No-" LW357841" was installed in the premises on 22-Dec-2019 but, was reflected in billing database later on 24-Jun-2021.

The Forum on verifying the records, reports available on record, construed that the energy bills so charged from January-2022 to April-2025 are to be revised on the basis of actual advanced consumption recorded in the existing meter No." LW357841", thereby extending tariff slab benefit to the complainant consumer.

ORDER

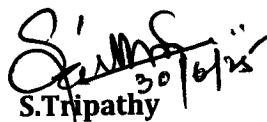
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

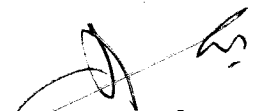

President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. The Opposite Party is directed to revise the energy bill charged to the complainant consumer from January-2022 to April-2025, on the basis of actual monthly average consumption recorded in the existing meter No." LW357841", to derived by considering the initial meter reading of KWH" 22649" as on January-2023 and final reading of KWH" 45131", as on April-2025 billing, duly adjusting the bill 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)


A.K. Satapathy
(President)

Copy to: - Grievance Redressal Forum

Grievance Redressal Forum

1. Rajendra Dandana, C/O Murali Dandana, Jhamaipada, Hiraakud, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Hiraakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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:Bhoingar, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/242/2025)