

**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/JED/ (Final Order)/ 283 (4)

Date: 30/06/2025

Present:

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

1	Case No.	BRL/255/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Prakash Marai C/o-Basumati Marai At-Talmunda, Dist-Jharsuguda		4135-2806-0341	
3	Respondent/s	SDO (Elect), Jharsuguda-II			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	20.06.2025			
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	20.06.2025			
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: ESO Office, Laikera

Appeared

For the Complainant- Prakash Marai
Represented by Basumati Marai

For the Respondent - SDO(Elect),Jharsuguda-II, TPWODL.

GRF Case No- BRL/255/2025

Prakash Marai
C/O-Basumati Marai
At-Talmunda
Dist-Jharsuguda
Consumer No-4135-2806-0341

VRS

SDO(Elect),Jharsuguda-II, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Basumati Marai on behalf of Sri Prakash Marai appeared in the hearing on Dt. 20.06.2025 at the camp held at ESO Office, Laikera. The Complainant filed the petition objected to abnormal energy bills charged against his domestic connection. The complainant could not emphatically submit the period and nature of 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 not submitted any relevant documents except a Physical Verification Report carried out on Dt.25.06.2025 in this case.

OBSERVATION

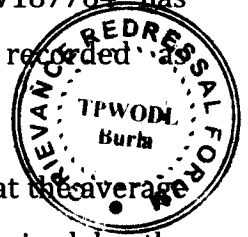
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4135-2806-0341, having CD-1.50KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 08.01.2008. 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 February-2008 on provisional basis with meter No" 191862" installed at site.
2. That, December-2014 bill was raised on actual basis considering the current reading of KWH" 6340", recorded in meter No" 191862". Thereafter, provisional bills were charged from January-2015 to December-2015.



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3. January/February-2016 bill was charged on actual basis with "15260" units in a single month, taking into account the current reading of KWH" 21600" and initial meter reading of KWH" 6340" recorded as on January-2015. Then, meter readings were advanced upto the reading of KWH" 24895", recorded as on August-2018 billing. That, average bills were charged thereafter from September-2018 to February-2019 billing.
4. The ledger abstracts revealed that a new meter bearing SL. No-" LW187764" was installed in the premises on 26-Mar-2019 and actual bills were charged thereafter.
5. The Physical Verification Report indicated that the existing meter No" LW187764" has been found in running condition with advanced meter reading recorded as KWH"003934".



The Forum on verifying the records, reports available on record, construed that the average energy bills so charged from September-2018 to February-2019 are to be revised by the Opposite Party on the basis of actual advanced consumption recorded in the existing meter No. "LW187764", as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019. Further, the total accumulated units of KWH"21600", so recorded in meter No"191862" upto February-2016 billing are to be recasted on actual monthly average basis from the date/month of installation of the same meter, to redress the grievances accordingly.

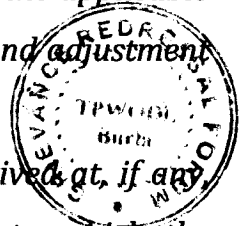
ORDER

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 to the complainant consumer by recasting/spreading over of total accumulated units of KWH" 21600", so recorded in meter No" 191862" upto February-2016 billing, on actual monthly average basis from the date/month of installation of the same meter, 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 bill charged to the complainant from September-2018 to February-2019 on the basis of succeeding six months actual monthly average consumption recorded in the existing meter No. "LW187764", from the date/month of installation of the same, as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.*



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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


A.K. Satapathy
(President)
President

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 768017

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1. Prakash Marai, C/O-Basumati Marai, At-Talmunda, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Jharsuguda-II, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/255/2025)