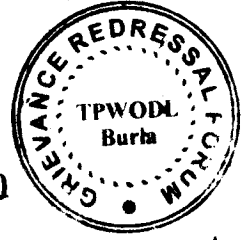


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 287 (4)

Date: 30/06/2025

**Present:**

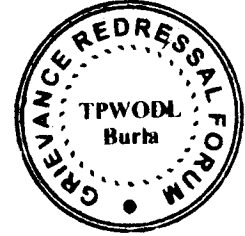
**Sri A.K. Satapathy, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/269/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Dutta Rathor Grindola, Banjari, Lakhanpur, Dist-Jharsuguda	4172-1207-1614	9668432227	
3	Respondent/s	SDO (Elect), Belpahar		Division B.N.E.D, TPWODL, Brjarajnagar	
4	Date of Application	23.06.2025			
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	23.06.2025			
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, Belpahar

**Appeared**

**For the Complainant-** Dutta Rathor



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

**GRF Case No- BRL/269/2025**

Dutta Rathor

Grindola, Banjari, Lakhanpur,

Dist-Jharsuguda

Consumer No-4172-1207-1614

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Dutta Rathor appeared in the hearing on Dt. 23.06.2025 at the camp held at SDO Office, Belpahar. The Complainant filed the petition objected to abnormal high energy bills charged against his domestic connection due to defect in the meter. The complainant could not emphatically submit the exact nature and period of 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 submitted billing abstract from Mar-2025 to May-2025 and the Physical Verification Report dtd.30.06.2025 and the copies of meter photo readings having meter No"TWST15127947" & "A1949454" in this case.

In reply to the case the Opposite Party submitted that as per FG database, the supply release date was on 14.01.2025 but the meter No" A1949454", Make-AEW, Manufacturing-07/2018, was installed on dtd.22.10.2018 under Sobhagya Scheme. However, the same supply was regularized under KHOJ Scheme and updated in FG database with initial power supply on 14.01.2025. The old meter No" A1949454" was replaced on 21.06.2025, due to meter terminal burnt with recorded final reading of KWH"10086". Hence, the Opposite Party urged before the Forum to issue necessary orders accordingly as per the above actual readings recorded in the old meter.

**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 4172-1207-1614, having CD-1KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 14.01.2025. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

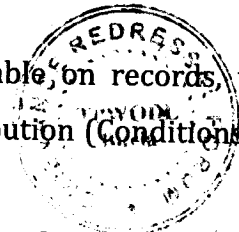
1. That, on examining the case in detail, the Forum observed from the billing records that 1st energy bill was charged to the complainant in March-2025 on actual basis with "9897" units, considering the current reading of KWH" 9897", as recorded in meter No" A1949454" updated for billing.
2. That, April-2025 bill was charged on actual basis with "189" units, taking into account the advanced reading of KWH" 10086".
3. The licensee's soft records (FG/Samadhan App) revealed that a new smart meter bearing SL. No- "TWST15127947" was installed in the premises on 21-Jun-2025, replacing the old meter No" A1949454" and actual bill was raised in May-2025 with "2466" units, albeit current reading of KWH"000004" was recorded for billing. It was observed that the above meter was installed on 21-Jun-2025 and May-2025 bill was issued on 22-06-2025 with a consumption of "000004" units recorded. However, "2466" units were abnormally charged for the said month. The Opposite Party could not submit the reason for such abnormal bill charged in May-2025 and also the exact date of defect of the old meter.
4. The billing records revealed that the final meter reading at the time of replacement of old meter (meter No. "A1949454") on 21-Jun-2025, was updated in billing as KWH" 10086".
5. The Physical Verification Report dtd.30.06.2025 indicated that the existing meter No "TWST15127947" has been found in running condition with advanced meter reading recorded as KWH"000017".
6. That, the Opposite Party certified the fact that the power supply was initially extended to the consumer on 22.10.2018 with meter No" A1949454" under Sobhagya Scheme but was later regularized under KHOJ Scheme with wrong database upadation of supply release date as 14.01.2025.
7. That, as per clarification made by the Opposite Party, the Forum learnt to have understood that the final reading of KWH"10086" as recorded in old meter No." A1949454" upto April-2025 billing, was accumulated & stretched from the actual initial supply date i.e. 22.10.2018.

On verifying the records, reports available on record and the petition filed by the complainant, the Forum construed that the energy bills charged upto April-2025 are to be reassessed taking into account the date of initial power supply as dtd. 22.10.2018. Hence, the accumulated reading of KWH" 10086" so recorded in old meter No" A1949454", upto April-2025 billing, are to be recasted/spreaded over on actual monthly average basis from dtd. 22.10.2018. Further, the energy bills charged in May-2025 are to be revised considering the daily/monthly average of consumption so recorded in the new meter installed, bearing meter No" TWST15127947".



## ORDER

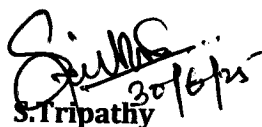
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019



1. The Opposite Party is directed to revise/reassess the energy bills charged from the date of the initial power supply i.e. dtd. 22.10.2018 upto April-2025, by recasting/spreading over the total accumulated reading of KWH" 10086" on actual monthly average basis, so recorded in old meter No" A1949454" upto April-2025 billing, duly adjusting the bill revision made earlier, if any.
2. The Opposite Party is directed to revise the energy bill charged in May-2025 on the basis of daily/monthly average of consumption so recorded in the new meter installed, bearing meter No" TWST15127947".
3. The Opposite Party is directed to update the initial power supply release date to dtd. 22.10.2018, from the existing date i.e. 14.01.2025, without any further delay.
4. 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
5. 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  
30/6/25

Member (Finance)



A.K. Satapathy

President

Copy to: - Grievance Redressal Forum  
TPWODL, Burla

Grievance Redressal Forum  
TPWODL, Burla

1. Dutta Rathor, Grid Office, Banjari, Lakhanpur, Dist. Jharkhand
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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/269/2025)