

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: Ranjan Kumar Naik, President and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/JED/ (Final Order)/356 (4)

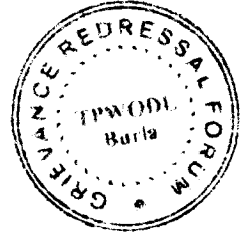
Date: 30/08/2025

Present:

Sri Ranjan Kumar Naik, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/308/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ashwani Kalwan D/O-Late Birendra Nath Karwar (Consumer) At/Po-Jamankira, Dist-Sambalpur-768107		4132-1408-0121	7894645860																																
3	Respondent/s	SDO (Elect), Kuchinda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	06.08.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code, 2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations, 2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation, 2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	06.08.2025																																			
9	Date of Order	30/08/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: SDO Office, Kuchinda



Appeared

For the Complainant- Ashwani Kalwan
Representative of by Late Birendra Nath Karwar (Consumer)

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

GRF Case No- BRL/308/2025

Ashwani Kalwan
D/O-Late Birendra Nath Karwar
At/Po-Jamankira
Dist-Sambalpur
Consumer No-4132-1408-0121

VRS

SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Ashwani Kalwan on behalf of Late Birendra Nath Karwar appeared in the hearing on Dt. 06.08.2025 at the camp held at SDO Office, Kuchinda. The Complainant filed the petition disputed about wrong energy bills raised against his domestic connection during the line was disconnected by the Opposite Party. The complainant could not emphatically submit the period of power supply disconnection effected to his premises. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

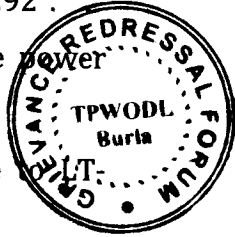
The opposite party has submitted a Physical Verification Report carried out on 08.08.25 & written statement in this case. In reply to the case the opposite party stated that, "for the consumer no 4132-1408-0121, it is found that bill made with tabular and average basis from June 02 to Jan 13 with meter no 187292. So, bill may be revised by spreading the consumption units with IMR '0' (June 2002) and CMR '326' (Jan 2013), total consumption of 10325 as it a round complete case. Again, it is found that bill done with tabular reading from Nov 2017 to Aug 2023. So, the bill may be revised by spreading the consumptions unit with IMR '0' (Nov 17) and CMR '20170' with a total consumption of 20170 units."

OBSERVATION

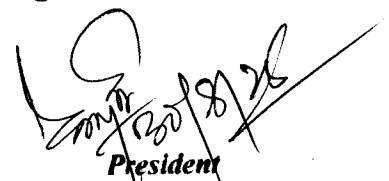
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4132-1408-0121, having CD-0.54KW under LT-Domestic category, coming under ESO-I Jamankira & initial power supply 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 available records (FG & Samadhan App) that average bills were charged from February-2001 to April-2002 @ 288 units on bi-monthly basis, without any meter installed.

2. That, a new meter SL. No." 187292" was installed & updated in billing during May/June-2002. Actual bill continued to charge from July-Aug-2002 to Dec-2003 & then average bill continuously raised from Jan-2004 to Sept-2012 billing. Oct-2012 to Jan-2013 bills were charged on actual basis as per the consumption recorded in same meter No-"187292".
3. That, no energy bills were charged from March-2013 to October-2017, as the power supply remained officially disconnected during the above period.
4. That, the consumer billing tariff has been changed from LT-General Purpose Domestic Purpose with effect from Dec-2013 onwards.
5. That, a new meter SL. No." WLT067481" was installed & updated in billing during December-2017. Actual bills continued to charge from December-2017 to August-2023. Provisional bills were charged from September-2023 to April-2024.
6. That, January-2021 billing recorded the advanced reading of KWH" 8729" & July-2021 recorded the current reading of KWH" 16718", as in meter No" WLT067481", thereby charging "7989" units in a single month of July-2021. February-2021 to June-2021 bills were raised on provisional basis.
7. Then, the meter readings were advanced upto the reading of KWH" 20170", as recorded in meter No." WLT067481". Then, Provisional bills were charged from September-2023 to April-2024.
8. That, a new meter bearing SL. No." TWST1760071" was installed on 07-Jun-2024 & actual bills continued upto July-2024 billing.
9. That, the power supply was officially disconnected on 07-Aug-2024 & reconnected later on 12-Feb-2025.
10. The ledger abstract revealed that a bill revision was carried out by the Opposite Party for the period from 22-09-2023 to 07-06-2024 & Rs. 4037.17/- was deducted(credited) from the consumer account on 02-04-2025, thereby revising the provisional bills charged during the above mentioned period.



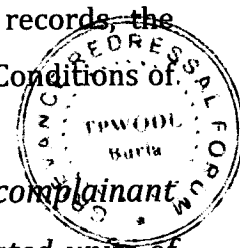
The Forum on scrutinizing the records, reports available on record construed that since, the old meter actual final reading has been available with the Opposite Party, the Opposite Party is required to recast the accumulated reading of KWH"20170", on actual monthly average basis from the date of installation of the old meter No." WLT067481" upto the date of above accumulated reading to settle the consumer grievances in a transparent & reasonable manner. Further, the Opposite Party is required to revise the provisional/average bills charged from June-2002 to Jan-2015 by recasting the total accumulated units of KWh-'10325' as recorded in meter no "187292", as per due certification made by Opposite Party regarding accumulation of such above units, being a four digits meter with round complete case.


President

Grievance Redressal Forum
TPWODL, Burla - 768017

ORDER

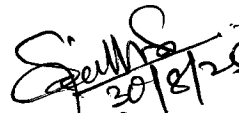
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019




1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from June-2002 to Jan-1013 by recasting the total accumulated units of KWh-'10325' so recorded in meter sl no "187292", considering initial meter reading as KWh-'000000' (IMR) as on June-2002 and final meter reading as KWh-'000326' As ON Jan-2013, considering the above final meter reading as once rounded in above mentioned meter (as certified by the Opposite Party) , 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 bills charged to the complainant consumer from the date of installation of meter No "WLT067481" upto August-2023 billing (i.e from upto dtd. 22.09.2023), on the basis of recasting/spreading over the total accumulated units of KWH "20170" on actual monthly average basis as recorded in in above mentioned meter, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
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 issue of this order.


S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Ashwani Kalwan, D/O-Late Birendra Nath Karwar, At/Po-Jamankira, Dist-Sambalpur, TPWODL
2. Sub-Divisional Officer (Elect.) Kuchinda, 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/308/2025)