

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/DED/ (Final Order)/ 360 (4)

Date: 30/08/2025

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

1	Case No.	BRL/341/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Gobinda Pradhan C/o-Sujit Kumar Pradhan At-Rairatanpur, Po/Ps-Kundheigola Dist-Deogarh-768109		4141-1304-0221	8763428571																																
3	Respondent/s	SDO (Elect) Deogarh, TPWODL,			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	19.08.2025																																			
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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8	Date(s) of Hearing	19.08.2025																																			
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: ESO Office, Budhapal, TPWODL, Deogarh

Appeared

For the Complainant- Gobinda Pradhan

Represented by Sujit Kumar Pradhan

For the Respondent - SDO(Electrical), Deogarh, TPWODL



GRF Case No- BRL/341/2025

Gobinda Pradhan

C/o-Sujit Kumar Pradhan

At-Rairatanpur,

Po/Ps-Kundheigola

Dist-Deogarh-768109

Consumer No-4141-1304-0221

COMPLAINANT

VRS

SDO(Electrical) Deogarh, TPWODL,

OPPOSITE PARTY

GIST OF THE CASE

Sujit Kumar Pradhan on behalf of Gobinda Pradhan appeared in the hearing on Dt. 19.08.2025 at the camp held at ESO Office, Budhapal. The Complainant filed the petition disputed about abnormal energy bills against his domestic connection due to defectiveness of the meter. Hence, 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 ledger copy for the period from Sep'2005 to Jul'2025, Physical Verification Report on 25.08.2025, written version on 30.08.2025 in this case.

Remarks given in Physical Verification Form(25.08.2025) as mentioned below:-

"Meter status found ok. Incoming service wire properly connected to the meter."

Remarks given in Written version(30.08.2025) as mentioned below:-

1. As per billing data power supply given to consumer premises on dt. 06.08.2005 with meter no. 1954832 under "DOM" category with CD-1.50KW.
2. The bill served to consumer on Actual basis up to Feb'2012 on meter no. 1954832.
3. Then PL/Average bill served to consumer from Mar'2012 to Dec'2018.
4. The meter no. LW112734 was installed on 07.01.2019 with IMR =1(FG) and , then onwards the electricity bill served to consumer on actual basis.
5. The power supply was disconnected due to non-payment of electricity dues on 24.04.2025 and reconnected on 11.08.2025(FG data).
6. The opposite party suggested that, the average billing from Jan'2017 to Dec'2018 may be revised by taking six month average consumption recorded in meter no. LW112734.

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

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 EPWODE bearing consumer No 4141-1304-0221, having CD-1.5KW under LT-Domestic category, coming under ESO- Budhapal & initial power supply effected on 06.08.2005. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under,

- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records(FG & Samadhan App) that average bills were charged continuously from March-2012 to December-2018 billing @100/110/400/216/162 units/bi-monthly basis from time to time.
- 2) That, a new meter bearing SL. No." LW112734" was installed on 07-Jan-2019 but, updated in billing later on 24-Sep-2021, replacing the old meter No" 1954832".
- 3) The power supply was officially disconnected on 24.04.205 & later, reconnected on 11.08.2025.
- 4) The Physical Verification Report dtd. 25.08.2025 indicated that the existing meter bearing SL.No." LW112734" has been found in running condition with meter status found "OK" & advanced reading recorded as KWH"001845".

The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged upto & including two years prior to the installation of Meter SL.No." LW112734", are to be revised accordingly as per regulation 155 of OERC Distribution(Condition of Supply), Code, 2019.

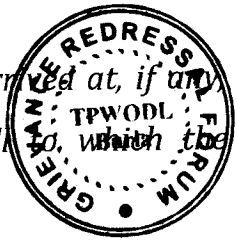
ORDER

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 bills charged to the complainant consumer limited to two years i.e. from January-2017 to December-2018, on the basis of succeeding months actual monthly average consumption recorded in meter SL. No." LW112734", from the date/month of installation of the same, 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.*

[Signature]
President
Grievance Redressal Forum
EPWODE, Burla - 752017

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 by the end of October 2025 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. Gobinda Pradhan, C/o-Sujit Kumar Pradhan, At-Rairatanpur, Po/Ps-Kundheigola, Dist-Deogarh-76810.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh.
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/341/2025)