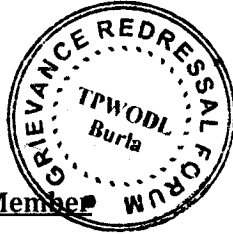


**Grievance Redressal Forum
TPWODL, BURLA**

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, S.K.Dora (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 479(4)

Date: 31.10.25

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri SovanTripathy Member(Finance)**

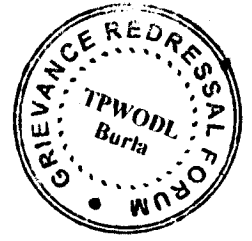
1	Case No.	BRL/356/2025			
2	Complainant/s	Name & Address Laxminarayan Sabat At- Kurumtikira, Po-Rairakhol, Dist-Sambalpur-768106		Consumer No 4164-3103-0432	Contact No. 6370736313
3	Respondent/s	SDO (Elect), Rairakhol,TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	04.09.2025			
5	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	04.09.2025			
9	Date of Order	31.10.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Rairakhol, TPWODL, Sambalpur

Appeared

For the Complainant- Laxminarayan Sabat

For the Respondent - SDO(Electrical) Rairakhol, TPWODL



GRF Case No- BRL/356/2025

Laxminarayan Sabat

At- Kurumtikira,

Po-Rairakhol,

Dist-Sambalpur-768106

Consumer No-4164-3103-0432

COMPLAINANT

VRS

SDO(Electrical) Rairakhol, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant Sri Laxminarayan Sabata appeared before the Hon'ble Forum at the Camp court held at SDO Office, Rairakhol on dated 04.09.2025 and submitted that he was absent in his house for about 07 years(2013 to 2020) to help his son namely Sri Akshya Kumar Sabat for his study of B.Tech. at Berhampur, Odisha. Wrong/fabricated bills continued to charge in his absence, albeit he had made an application for disconnection of power supply to his premises.

The complainant further contended that the Opposite Party did not take any action against such request application for which false energy bills were charged. The Complainant, therefore put his grievances for rectification/revision of bills for the earlier period above. In this context, the complainant submitted a copy of Acknowledgment of Sarpanch, Ward no.11, Rairakhol, dtd.08.09.2025, the copies of certificates of his son, copy of earlier application dated 10.02.2020 & dtd.18.03.2021 to corroborate his claim.

SUBMISSION OF OPPOSITE PARTY

On detail deliberation to the case, the Opposite Party was asked to submit the joint verification/enquiry report & other relevant reports in support of their views to the case. In reply to the case, the Opposite Party submitted the verification report dtd.24.09.2025, the physical verification report dtd.09.09.25 & 24.09.2025 and money receipt dtd.08.09.2025 bearing no. 35721608092501010001 an amount received towards electricity charges of Rs 25,000/- . The Opposite Party cited the following facts that are outlined that;

- 1) During physical verification it was found that S/c No.4164-3103-0432, meter No-LW571495 with present meter kwh reading is '1186' and use domestic category power supply.
- 2) The consumer also submitted the letter of Councilor of ward no-11, NAC, Rairakhol declare that the year 2013 to 2020 the said consumer was not residing in his house.
- 3) As per meter reader version and public version the consumer was not residing in his house for mention period i.e year 2013 to 2020.

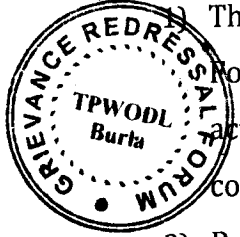
President

Grievance Redressal Forum
TPWODL, Burla - 768017

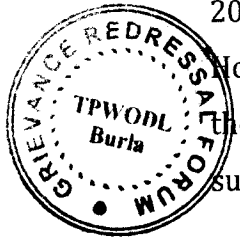
- 4) During field verification it is found that the consumer premises having meter sl. No. LW571495 with present meter reading 1186Kwh."

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 4164-3103-0432, having CD-2.00KW under LT-Domestic category, coming under ESO- Rairakhol & initial power supply effected on 30.03.2008. 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 licensees available soft records (FG & Samadhan App) that actual bills were charged to the complainant upto March-2013 billing, as per consumption recorded in meter No." 8029888".
 - 2) Provisional & average bills charged subsequently from April-2013 to November-2020 on different units from time to time.
 - 3) That, a new meter bearing SL.No." LW571495" installed on 11-Nov-2020, replacing the old defective meter No." 8029888" with no final reading recorded during replacement.
 - 4) The Physical Verification report dtd.24.09.2025 revealed that existing meter bearing meter SL.No." LW571495" has been found in running condition with meter status found "Ok" & advanced reading recorded as KWH"001186".
 - 5) That, energy bills charged from No-2020 to Nov-2022 were revised by the Opposite Party & Rs.1050.19/- was credited back(deducted from) to the consumer account on 04-01-2023 but, the reason for revising such period could not be cited by the Opposite Party.
 - 6) The available records indicated that there was no copy of initial application submitted by the complainant to the Forum, as requested earlier for disconnection of power supply citing the reason for such request before the Opposite Party. It was the copy of application dtd. 10.02.2020 & on dtd.18.03.2021 addressed to SDO(Elect.), Rairakhol, wherein the complainant requested for installation of a new meter in first instance & later requested for rectification/revision of earlier bills charged during the line disconnected period.
 - 7) The Opposite Party in reply to the case did not acknowledge/mention the applications made earlier to their office, requesting for disconnection of supply. The complainant failed to submit the copy of application made before the Opposite Party regarding restoration of supply that was effected on 22.12.2020(as referred in request application dtd.18.03.2021). The ledger abstract revealed no trace of disconnection & reconnection record effected against consumer account. The complainant failed to submit the copies of disconnection & reconnection fees deposited to the Licensee.

- 8) It was observed that the Opposite Party has not acted upon the grievances in earlier occasions and could not revise the average bills charged previously. Hence, the level of diligence & dexterity expected in execution of duties has not been met by the Opposite Party. Further, such average bills from April-2013 to November-2020 were allowed to be continued without timely installation of a new meter at site. The Forum condemns such inaction and vouch/warn to act proactively to combat such deficiencies in future.
- 9) It was observed from records that a theft was detected on 08-Dec-2021 with a provisional assessment of Rs. 23742.00/- charged.
- 10) The Forum comprehended that average bills charged from April-2013 to November-2020, during which time the complainant claimed to have not used the power supply. However, in the absence of proper records/applications made earlier duly acknowledged, the complainant could not substantiate his claim regarding non availability/non usage of supply during the above period.



The Forum on scrutinizing the records, the hearing & the reports available on record, construed that the average energy bills charged limited up to & including two years prior to installation of new meter SL.No." LW571495" (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019), are to be revised by the Opposite Party on the basis of succeeding months actual monthly average consumption recorded in the above meter installed, to extend fair & reasonable justice to the complainant accordingly. The order pronounced on this date is delayed due to late submission of reports, statements submitted by the parties.

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.

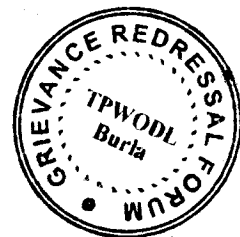
1. The Opposite Party is directed to revise the energy bills charged from October-2018 to November-2020, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW571495", from the date/month of installation of the same, duly adjusting the bill revision made 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.

President

Grievance Redressal Forum
TPWQDL, Burla - 768017

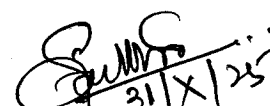
3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

Accordingly, the case is disposed of.



The opposite party is directed to submit the compliance report to this Forum within One Month (by the end of November- 2025) from the date of issue of this order.


(S.K.Dora)
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

Copy to: -

1. Laxminarayan ~~Sahar~~, At- Kurumtikira, Po-Rairakhol, Dist-Sambalpur-768106
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, 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: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/356/2025)