

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)/449(4)

Date: 31.10.25

Present:

Sri Ranjan Kumar Naik, President

Sri Sudhir Kumar Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/357/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt Santi Bag Bhutapada Dist-Sambalpur		4161-3107-0682	9853371689
3	Respondent/s	SDO (Elect), Bhutapada			Division S.E.ED, TPWODL, Sambalpur
4	Date of Application	08.09.2025			
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	08.09.2025			
9	Date of Order	30.10.25			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President

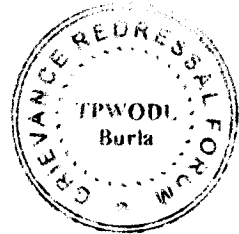
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Bhutapada

Appeared

For the Complainant- Santi Bag

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



GRF Case No- BRL/357/2025

Santi Bag
Bhutapada
Dist-Sambalpur
Consumer No-4161-3107-0682

COMPLAINANT

VRS

SDO(Electrical), Bhutapada, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

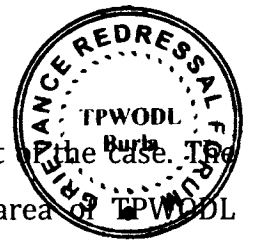
Smt Santi Bag appeared in the hearing on Dt. 08.09.2025 at the camp held at SDO Office, Bhutapada. The Complainant filed the petition disputed about abnormal energy bills raised against his domestic connection. However, the complainant could not submit the period and nature of dispute raised. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Jan-2016 to Aug-2025, Photocopy of smart meter installation protocol, material service form, photo of meter & a Physical verification Report carried out on Dt.23.09.2025 & also submit three no of sundry adjustment cover sheet & calculation sheet along with a written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per office records the date of power supply is 24th May 2018.
2. As per office records at time of power supply no meter was installed in the consumer premises.
3. As per office records the consumer has been served average bill from the billing month of June 2018 to May 2025.
4. As per FG data base meter no "WM314218" was installed in the consumer premises on dated 23rd May 2018.
5. As per meter change protocol meter no "TWST15108712" was installed in the consumer premises as on dated 21st June 2025 but in FG data base the date meter installation is 02nd July 2025.
6. As per meter change protocol meter no "LW499433" was previously installed in the consumer premises with FMR 11512.
7. As per PVR by section office they found that in their office records there is no detail of Meter No "LW499433"

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 4161-3107-0682, having CD-0.50KW under LT-Domestic category, coming under ESO-Commissioner Colony & initial power supply effected on 24.05.2018. 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 records that average/provisional bills were served to the complainant previously from May-2018 to May-2025 showing without meter in bills.
2. That, a new meter was installed on 02/07/2025 having Sl. No. TWST15108712.
3. That, during June-2025, bill was served with 11708 units amounting to Rs 58142.43.
4. That, 11708 unit had arrived out of final reading of old meter and unit consumed in new meter.
5. That as per meter change protocol old meter sl no was LW499433 with final reading 11512 for which opposite party has submitted the photo of old meter showing reading.
6. That, to ascertain date of installation and accuracy of old meter, forum has asked for the same to the opposite party.
7. In response to the GRF quarry, SDO (Elect.) Bhutapada has submitted that the details of old meter were not available but could submitted the meter test report showing error % is within limit and meter is OK.
8. In July-2025, bill revision was done by way of recasting the accumulated reading of old meter with a credit sundry of RS 24588.69.

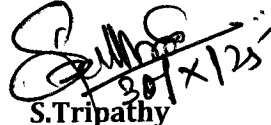
ORDER

After careful consideration of hearing and documents, statements available on records, the Forum feels that there is no scope of bill revision.

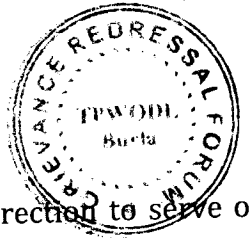
Accordingly, the case is **dismissed**.

Accordingly, the case is disposed of.


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


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. Santi Bag, Bhutapada, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, 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/357/2025)