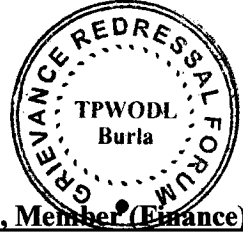


**Grievance Redressal Forum  
TPWODL, BURLA**

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 B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)**



Ref: GRF/Burla/Div/SED/ (Final Order)/ 106(4)

Date: 26.03.2025

**Present:**

**Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/44/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Suchitra Panda C/O-Partha Kumar Panda SRIT Colony, Near Life Care Hospital, Budharaja Dist-Sambalpur-768004		4117-2104-0194	7008263912
3	Respondent/s	S.D.O (Elect), Ainthapali			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	22.01.2025			
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	11.02.2025			
9	Date of Order	26.03.2025			
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:** GRF Office, Burla

**Appeared**

**For the Complainant-** Suchitra Panda  
Represented by Partha Kumar Panda

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

**GRF Case No- BRL/44/2025**

Suchitra Panda  
C/O- Partha Kumar Panda  
SRIT Colony, Near Life Care Hospital, Budharaja  
Dist-Sambalpur  
Consumer No-4117-2104-0194

**COMPLAINANT**

**VRS**

SDO(Electrical), Ainthapali, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Partha Kumar Panda on behalf of Suchitra Panda appeared in the hearing on Dt. 11.02.2025 at GRF Office, Burla and submitted a written complaint wherein he stated that SDO(E), Ainthapali has served a notice under section 56 of the Electricity Act 2003 with OERC Distribution (Conditions of Supply) Code,2019 for disconnection of supply for non-payment of electricity dues of Rs.46281.00. The complainant has submitted the copies of (1) The order of Consumer Complaint No 160/2023 passed by learned DCDR Commission, Sambalpur & (2) The order of WP(C) No 17380 of 2024, in which the complainant has been advised to approach GRF as per section 42 of Electricity Act 2003.

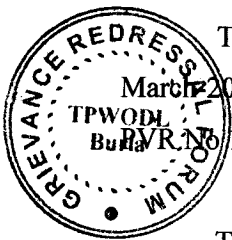
**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the billing abstract from April-2018 to Dec-2024, Consumer history from March-2021 to June-2023, the revised bill revision Calculation Sheet, Sundry Adjustment Cover Sheet, copy of PVR No 123995 Dt. 18.08.2023, PVR No 150606 Dt.15.11.2023 and written statement in this case.

**OBSERVATION**

The case is perused 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 4117-2104-0194, having CD-2KW under LT-Domestic category, coming under ESO-Ainthapali & initial power supply effected on 10.06.2002. The complainant disputed about abnormal bill raised particularly after June 2023. The crux of the matter revolved around wrong updation of meter No against the complainant account No which has resulted in erratic excess bill in a single month during June 2023. In June 2023 the bill was additionally raised with an amount of Rs.88347.87/- reflected on 25.07.2023, due to delay updation of actual meter number "WLT105861" & meter reading. It was however noticed that the said abnormal bill was later revised and rectified that with correct meter number and revised the same & credited back of Rs.28238.04 on 01.09.2023 considering IMR 4428 KWh on March 2021 & FMR 17822 KWh in June 2023 as actually recorded in meter No "WLT105861", for the period from March-2021 to June-2023.

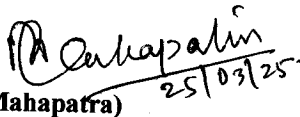
Therefore, the billing dispute arose out of meter mismatch has already been resolved by TPWODL on 01.09.2023 and thereafter the billing continued regularly on the consumption recorded in the actual meter in the premises of the consumer. During the period June 2023 to 22.01.2025 (1) the consumer has approached TPWODL on 28.07.2023, SDO, TPWODL on 29.09.2023 for revision of bill (2) the consumer has approached DSDRC on 04.10.2023 by the time which the complaint has already been addressed and revised accordingly.



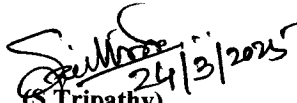
Though the Opposite Party has acted during next month promptly on the grievance 1<sup>ST</sup> petition of the consumer & rectified the mistake occurred due to mismatch of meter/meter reading of the consumer on 01.09.2023 of course there is some communication gap between the Bonafide consumer & SDO (E) concerned. The wrong updation of meter number into billing database had resulted in abnormal charging of bills which could have been avoided of timely updation of actual installed meter protocol were effected in billing. This act has caused mental agony, harassment to the complainant. Hence, the level diligence & dexterity expected in execution of duties has not been met by the opposite party. On examining the records in detail, The Forum construed that the sudden abnormal bill so charged in June-2023 billing was later rectified by the opposite party and there is no further scope of revision of earlier bills. However, upon satisfaction and acceptance of factual reports against the petition raised, the complainant reiterated about installment facilities to be extended to him to enable him to pay the arrear dues accordingly. Hence, the Opposite Party is advised to extend suitable instalment facilities accordingly, if the complainant approached the Opposite Party.

Hence, the case is hereby dismissed.


Accordingly, the case is disposed of.

  
B. Mahapatra  
(Co-Ordinator Member)

Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(S. Tripathy)  
Member (Finance)

Grievance Redressal Forum  
TPWODL, Burla - 768017

  
A.K. Satapathy  
(President)

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Smt Suchitra Panda, C/O- Partha Kumar Panda, SRIT Colony, Near Life Care Hospital, Budharaja, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Ainthapali, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/44/2025)