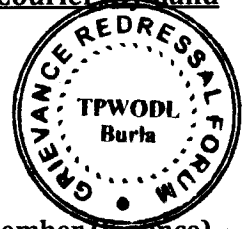


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/ 443(4)

Date: 31/10/25

Present:

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

1	Case No.	BRL/445/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Abhimanyu Bartia C/o-Rupak Bartia At/Po-Gujalal,Hirakud Dist- Sambalpur.	4118-3408-0022	7377800723	
3	Respondent/s	SDO (Elect) Hirakud, TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	18.10.2025			
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	18.10.2025			
9	Date of Order	29.10.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President
Grievance Redressal Forum
TPWODL, Burla

Place of Camp: ESO Office, Hirakud, TPWODL, Sambalpur.

Appeared

For the Complainant- Abhimanyu Bartia

Represented by Rupak Bartia

For the Respondent - SDO(Elect.), Hirakud, TPWODL.



GRF Case No- BRL/445/2025

(1) Abhimanyu Bartia

C/o-Rupak Bartia

At/Po-Gujalal, Hirakud

Dist- Sambalpur

Consumer No.-4118-3408-0022

COMPLAINANT

VRS

(1) SDO(Elect.), Hirakud, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Late Abhimanyu Bartia, represented by his son Sri Rupak Bartia appeared in the Camp Court hearing held at Sec-1, Hirakud, on Dt. 18.10.2025. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has raised objection regarding abnormal & average energy bills raised previously & also requested to change the name in the name of Sri Rupak Bartia.
- 2) To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted ledger copy for the period from Sep'2001 to Apr'2021, written version and Physical Verification Report carried out on 23.10.2025 in this case.

Remarks given in Physical Verification Report(23.10.2025) as mentioned below:-

"As per site verification report consumer p/s has been disconnected on 21.08.2025 with FMR - 1151 Kwh due to house demolished under SMC Project. There is no meter and service cable at site."

Remarks given in Written statement as mentioned below:-

1. As per ESO Hirakud PVR Report, the consumer's power supply was disconnected on 21.08.2025, with FMR-1151, on meter no.TPWODL1063219, due to the house being dismantled under the SMC Project. Currently, there is no meter or service cable at site.

[Signature]
President
Grievance Redressal Forum

2. As per the FG module, the consumer's arrears outstanding upto 08/2025 are Rs 2,72,317/- and the bill has been stopped due to the disconnection of power supply.
3. As per the ledger, the bill served wrongly to the consumer was on a provisional/average basis from 04/2007 to 06/2017 for meter no.1922706 and on actual basis from 07/2017 to 05/2023.
4. The opposite party suggested that revise the bill by spreading over the readings of meter no.1922706 from the date of installation i.e from 01/2005 to 05/2023.

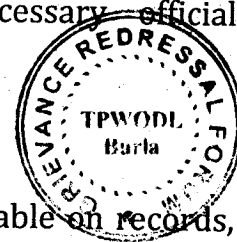
OBSERVATION

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 4118-3408-0022, having CD-2.00KW under LT-Domestic category, coming under ESO- Hirakud & initial power supply effected on 15.11.2000. 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 soft records (FG & Samadhan App) that provisional/average bills were raised from April-2007 to June-2017 billing @360 units/460 units per month, as no meter readings were advanced in meter SL.No."1922706".
- 2) July-2017 bill was charged on actual basis considering the current reading of KWH"20583". Actual bills were raised thereafter till May-2023, upto the current final reading of KWH"38066", recorded in above meter.
- 2) A new meter bearing SL.No." TPWODL1063219" was installed on 19-Jul-2023, replacing the old defective meter No." 1922706" & actual bills continued thereafter.
- 3) The Physical Verification report dtd.23.10.2025 revealed that the power has been disconnected since 21.08.2025 with final reading of KWH"1151", as the house was demolished under SMC project. There is no meter & service cable available at site.

On scrutinizing the records, reports available on record & as urged by the Opposite Party, the Forum construed that the energy bills charged from April-2007 to May-2023 are to be revised on actual advanced consumption recorded in meter SL.NO."1922706", to extend fair & reasonable justice to the consumer.

The complainant is advised to approach the Opposite Party for allowing suitable instalments upon request made by him & adhere to necessary official rules/regulations for change of ownership as applicable.



ORDER

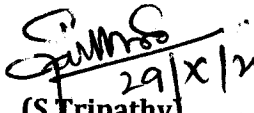
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019.

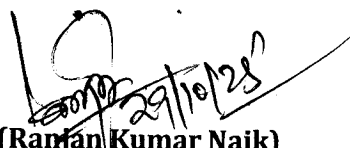
1. The Opposite Party is directed to revise the energy bills charged from April-2007 to May-2023, on the basis of actual monthly average consumption recorded in meter SL.No."1922706", considering initial reading as KWH"5755", as on April-2007 billing & final meter reading as KWH"38,066" as on May-2023, 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.
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)
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) Abhimanyu Bartia, C/o-Rupak Bartia, At/Po-Gujalal, Hirakud, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.), Hirakud, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/420/2025)