

**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/DED/ (Final Order)/ 519(4)

Date: 06.12.25

Present:

**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/469/2025						
2	Complainant/s	Name & Address		Consumer No	Contact No.			
		Mukteswar Banichul At-Kerabahal, Po-Parposi, Dist-Deogarh		4141-1589-0399	7008302059			
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh			
4	Date of Application	14.11.2025						
5	In the matter of-	1. Agreement/Termination		<input checked="" type="checkbox"/>	2. Billing Disputes		<input checked="" type="checkbox"/>	
		3. Classification/Reclassification of Consumers		<input checked="" type="checkbox"/>	4. Contract Demand / Connected Load		<input checked="" type="checkbox"/>	
		5. Disconnection / Reconnection of Supply		<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer		<input checked="" type="checkbox"/>	
		7. Interruptions		<input checked="" type="checkbox"/>	8. Metering		<input checked="" type="checkbox"/>	
		9. New Connection		<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP		<input checked="" type="checkbox"/>	
		11. Security Deposit / Interest		<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipments		<input checked="" type="checkbox"/>	
		13. Transfer of Consumer Ownership		<input checked="" type="checkbox"/>	14. Voltage Fluctuations		<input checked="" type="checkbox"/>	
		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 <input checked="" type="checkbox"/> 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		14.11.2025					
9	Date of Order		06.12.25					
10	Order in favour of		<input checked="" type="checkbox"/> Complainant	<input checked="" type="checkbox"/> Respondent	<input type="checkbox"/> Others	<input type="checkbox"/>		
11	Details of Compensation awarded, if any.		NIL					

President

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Mukteswar Banichul

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

GRF Case No- BRL/469/2025

COMPLAINANT

Mukteswar Banichul
At-Kerabahal, Po-Parposi,
Dist-Deogarh
Consumer No-4141-1589-0399
VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Mukteswar Banichul appeared in the hearing on Dt. 14.11.2025 at the camp held at ESO Office, Tileibani. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding abnormal energy bills charged previously but failed to submit the period & nature of dispute.
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 submit billing abstract from Jun-2010 to Oct-2025, a Physical Verification Report carried out on 15.11.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the power supply given to consumer premises on 08.04.2010 with meter no "804300" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Sept-2014.
3. It can be observed that during the billing month of Aug Sept-2014 the meter reader punched CMR as "3707" and abnormal high 2907 units billed & Rs.12292.40 charged to consumer account.
4. Then provisional/average bill served to consumer from Oct-2014 to Nov-2018.
5. The Meter No "LW113322" was installed on Dt.07.02.2019 (FG) with IMR=1 and then onwards the electricity bill served to consumer on actual basis up to Dec-2024.
6. There is average bill served to consumer from Jan-2025 to Feb-2025 which has already been revised by Opposite Party on Dt.13.10.2025 and amount of Rs.205.64 debited & reflected in consumer ledger.

7. The Meter No "TWSTI15019287" was installed on Dt.21.03.2025 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
8. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from Sept-2010 to Sept-2014 consumption recorded in meter no 804300 & the average billing from Dec-2016 to Nov-2018 may be revised by taking six-month average consumption recorded in meter no "LW113322".

OBSERVATION

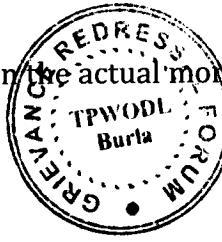
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1589-0399, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 08.04.2010. 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 licensee's soft records (FG & Samadhan App) that 1st energy bill was raised in June-2010 with initial meter installed bearing SL.No." 804300".
2. That, provisional bills charged in between June-2010 to July-2014 were not adjusted in subsequent billing months.
3. Aug/Sept-2014 bill charged abnormally with "2907" units on actual basis, considering initial reading of kwh"000 700" and final reading of kwh"00 3707", as recorded in meter SL. No." 804300".
4. Provisional/average bills were charged afterwards from October-2014 to November-2018 @50 units/100 units/200 units on bi-monthly basis from time to time.
5. It was observed that a new meter bearing SL.No." LW113322" was installed on 07-Feb-2019, replacing the old meter No." 804300" & actual bills continued to charge till Dec-2024.
6. That, another new meter bearing SL.No." TWSTI15019287" was installed on 21-Mar-2025, replacing old defective meter No." LW113322" & actual bills were charged subsequently as per advanced consumption recorded.
7. That, the Opposite Party has already revised the abnormal bills charged from dtd.07-01-2025 to dtd.21-03-2025 & Rs. 205.64/- was debited to(added) the consumer account on 16-10-2025.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from the date of installation of meter No."804300" to September-2014 by recasting the total accumulated units of kwh" 3707" on actual monthly average basis to extend slab benefit to the complainant consumer. Further, the energy bills charged limited up to & including two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code, 2019) i.e. from

President

Grievance Redressal Forum
TPWODL, Burla - 768017



March-2017 to February-2019 are to be revised by the Opposite Party, based on the actual monthly average consumption recorded in subsequent meter No." LW113322".

ORDER

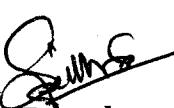
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to revise the energy bills charged to the complainant from the date of installation of meter No."804300" to September-2014 by recasting the total accumulated units of kwh" 3707" on actual monthly average basis to extend slab benefit to the complainant consumer, 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 revise the energy bills charged from March-2017 to February-2019, on the basis of actual monthly average consumption recorded in meter SL. No." LW110094", considering initial meter reading as on the date of installation of above meter and final reading as kwh"000144" as on September-2019, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
3. *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.*
4. *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 January-2026) from the date of issue of this order.

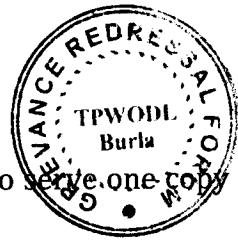

S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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. Mukteswar Banichul, At-Kerabahal, Po-Parposi, Dist-Deogarh
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/469/2025)