

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 520(4)

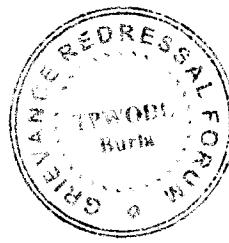
Date: 06.12.25

Present:

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

1	Case No.	BRL/472/2025				
2	Complainant/s	Name & Address	Consumer No	Contact No.		
		Manoranjan Dash At-Samasingha, Po-Parposi, Dist-Deogarh	4141-1589-0514	9692307670		
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	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	14.11.2025				
9	Date of Order	06.12.25				
10	Order in favour of	Complainant	✓	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL				

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Manoranjan Dash

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

GRF Case No- BRL/472/2025

COMPLAINANT

Manoranjan Dash
At-Samasingha, Po-Parposi,
Dist-Deogarh
Consumer No-4141-1589-0514

OPPOSITE PARTY

VRS
SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Sri Manoranjan Dash 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:

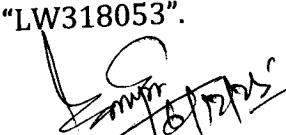
1. The complainant has raised objection regarding abnormal energy bills charged previously but failed to submit the period & nature of dispute.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2011 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 13.05.2010 with meter no "808823" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Jan-2015.
3. Then provisional/average bill served to consumer from Feb-2015 to July-2019.
4. The Meter No "LW318053" was installed on Dt.24.09.2019 (FG) with IMR=1 and then onwards the electricity bill served to consumer on actual basis.
5. It can be observed that, there is average & abnormal billing from Sept-19 to May-23 has been revised by the Opposite Party on Dt.03.07.2023 & Rs.6216.77 withdrawn & reflected in consumer ledger.
6. The opposite party suggested that, the average billing from Aug-2017 to July-2019 may be revised by taking six-month average consumption recorded in meter no "LW318053".


President
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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 4141-1589-0514, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 13.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

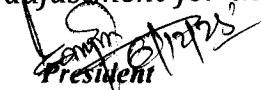
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensee's soft records (FG & Samadhan App) that 1st energy bill was raised in February-2011 with initial meter installed bearing SL.No." 808823".
2. That, average bills continuously raised from February-2015 to September-2019 @ 200 units on bi-monthly basis, as no meter readings were advanced in the afore mentioned meter.
3. It was observed that a new meter bearing SL.No." LW318053" was installed on 24-Sep-2019, replacing the old meter No." 808823".
4. That, the Opposite Party has already revised the abnormal bills charged from September-2019 to May-2023 & Rs.6216.77/- was credited back to(deducted from) the consumer account on 03-07-2023.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged limited up to & including two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) prior to installation of new meter(meter SL. No." LW318053" installed on 24-Sep-2019) i.e. from October-2017 to September-2019 are to be revised by the Opposite Party, based on the actual monthly average consumption recorded in subsequent meter No." LW318053".

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

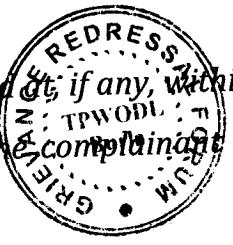
1. *The Opposite Party is directed to revise the energy bills charged from October-2017 to September-2019, on the basis of actual monthly average consumption recorded in meter SL. No." LW318053", considering initial meter reading as on the date of installation of above mentioned meter and final meter reading as kwh"000 496", 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

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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 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. Manoranjan Dash, At-Samasingha, 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/472/2025)