

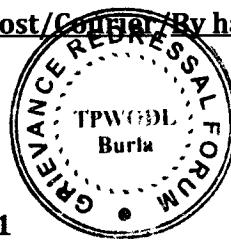
Grievance Redressal Forum
TPWODL, BURLA
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

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)/ 523(4)

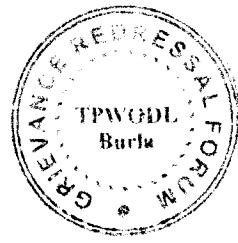
Date: 06.12.25



Present:

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

1	Case No.	BRL/475/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Prafullo Nayak At-Parposhi, Chilantikhol, Tileibani, Dist-Deogarh		4141-1589-0139			
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"/>	X		
		5. Disconnection / Reconnection of Supply <input checked="" type="checkbox"/>		6. Installation of Equipment & apparatus of Consumer <input checked="" type="checkbox"/>	X		
		7. Interruptions <input checked="" type="checkbox"/>		8. Metering <input checked="" type="checkbox"/>	X		
		9. New Connection <input checked="" type="checkbox"/>		10. Quality of Supply & GSOP <input checked="" type="checkbox"/>	X		
		11. Security Deposit / Interest <input checked="" type="checkbox"/>		12. Shifting of Service Connection & equipments <input checked="" type="checkbox"/>	X		
		13. Transfer of Consumer Ownership <input checked="" type="checkbox"/>		14. Voltage Fluctuations <input checked="" type="checkbox"/>	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 <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	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>			
11	Details of Compensation awarded, if any.	NIL					



Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Prafullo Nayak

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

GRF Case No- BRL/475/2025

Prafullo Nayak
At-Parposhi, Chilantikhola, Tileibani,
Dist-Deogarh
Consumer No-4141-1589-0139
VRS
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Prafullo Nayak 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 28.05.2010 with meter no "812612" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to July-2014.
3. Then provisional/average bill served to consumer from Aug-2014 to Jan-2021.
4. The Meter No "LW623463" was installed on Dt.02.03.2021 (FG) with IMR=1 and then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that, the average billing from Dec-2019 to Nov-2020 may be revised by taking six-month average consumption recorded in meter no "LW623469".


President

Grievance Redressal Forum
TPWODL, Baruwa - 768917

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 4141-1589-0139, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 28.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

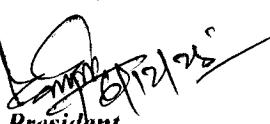
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees' soft records (FG & Samadhan App) that 1st energy bill was raised in February-2011, with initial meter installed bearing SL.No." 812612".
2. That, average bills continuously raised from August-2014 to January-2021 @ 50 units/58 units/100 units/200 units on bi-monthly basis from time to time, as no meter readings were advanced in the afore mentioned meter.
3. It was observed that a new meter bearing SL.No." LW623469" was installed on 02-Mar-2021, replacing the old meter No." 812612" & actual bills continued to charge thereafter till last billing.

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 i.e. from April-2019 to March-2021 are to be revised based on the actual monthly average consumption recorded in subsequent meter No." LW623469".

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-2019 to March-2021, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW623469", from the date/month of installation of the same, 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.*

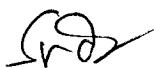


President
Grievance Redressal Forum
TPWODL B.R.L. 768917

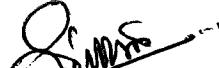
3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

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
Copy to:-



S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Prafullo Nayak, At-Parposhi, Chilantikhol, Tileibani, 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/475/2025)