

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)/ 524(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/476/2025					
2	Complainant/s	Name & Address		Consumer No			
		Bhagbati Anichul C/O-Nirakara Banichul At-Parposhi, Kerabahal, Jharmunda, Tileibani Dist-Deogarh		4141-1589-0393	8895464931		
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- Bhagbati Anichul
Represented by Nirakara Banichul

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

GRF Case No- BRL/476/2025

Bhagbati Anichul
C/O- Nirakara Banichul
At-Parposhi, Kerabahal, Jharmunda, Tileibani,
Dist-Deogarh
Consumer No-4141-1589-0393
VRS
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Nirakara Banichul on behalf of Bhagbati Anichul 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:

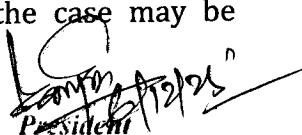
1. The complainant has raised objection regarding abnormal energy bills charged previously but failed to submit the period & nature of dispute.
2. To revise the EC bills as per actual meter consumption recorded.

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 "797969" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Sept-2018.
3. It can be observed that, there is abnormal bill served from Sept-2010 to Jan-2017 has been revised by Opposite Party on Dt.03.08.2023 & Rs.3925.15 withdrawn & reflected in consumer ledger.
4. Then provisional bill served to consumer from Oct-2018 to Nov-2018.
5. The Meter No "LW114195" was installed on Dt.10.02.2019 (FG) with IMR=1 and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party suggested that, bill revision is not preferable, so the case may be dropped.


President

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 4141-1589-0393, 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,

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 bills was raised in June-2010 on provisional basis, with initial meter installed bearing SL.No." 797969".
2. It was observed from records that provisional bills charged during the period between June-2010 to September-2016 were not adjusted in subsequent billing months, even though advanced meter readings were recorded in meter SL.No." 797969".
3. It was observed that a new meter bearing SL.No." LW114195" was installed on 10-Feb-2019, replacing the old meter No." 797969" & 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 from the date of installation of meter SL.NO." 797969" to September-2016 billing, are to be recasted/spreaded over on actual monthly average consumption recorded in the same meter.

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 recast the energy bills charged from the date of installation of meter SL.NO." 797969" to September-2016, on the basis of actual monthly average consumption recorded in the meter, considering initial meter reading as on the date of installation of the same and final reading as kwh"00 4329" as in September-2016 billing, 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.*


Presiding Member
Consumer Disposal Forum
TPWODL, Bokla - 768017

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. Bhagbati Anichul, C/O- Nirakara Banichul, At-Parposhi, Kerabahal, Jharmunda, 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/476/2025)