



**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)/ 525(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/477/2025 | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | |
| | | Parsuram Behera At-Samasingha, Po-Parposhi, Tileibani Dist-Deogarh | | 4141-1589-0519 | | | |
| 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 | ✓ | |
| | | 3. Classification/Reclassification of Consumers | | <input checked="" type="checkbox"/> | 4. Contract Demand / Connected Load | X | |
| | | 5. Disconnection / Reconnection of Supply | | <input checked="" type="checkbox"/> | 6. Installation of Equipment & apparatus of Consumer | X | |
| | | 7. Interruptions | | <input checked="" type="checkbox"/> | 8. Metering | X | |
| | | 9. New Connection | | <input checked="" type="checkbox"/> | 10. Quality of Supply & GSOP | X | |
| | | 11. Security Deposit / Interest | | <input checked="" type="checkbox"/> | 12. Shifting of Service Connection & equipments | X | |
| | | 13. Transfer of Consumer Ownership | | <input checked="" type="checkbox"/> | 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 | <input checked="" type="checkbox"/> | Respondent | Others | Others | |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | |

Ranjan Kumar Naik
President
06/12/25

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Parsuram Behera

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

GRF Case No- BRL/477/2025

Parsuram Behera

COMPLAINANT

At-Samasingha, Po-Parposhi, Tileibani,

Dist-Deogarh

Consumer No-4141-1589-0519

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Sri Parsuram Behera 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 "808808" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Sept-2014.
3. Then provisional/average bill served to consumer from Oct-2014 to Nov-2020.
4. The Meter No "LW821885" was installed on Dt.04.02.2021 (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-2018 to Nov-2020 may be revised by taking six-month average consumption recorded in meter no "LW821885".


President
Grievance Redressal Forum
TPWODL, Burla - 768817

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 4141-1589-0519, 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 licensees soft records (FG & Samadhan App) that average bills were charged to the complainant from October-2014 to January-2021 @50 units/200 units on bi-monthly basis, as no meter readings were advanced in meter SL.No." 808808".
2. That, a new meter bearing SL.No." LW821885" was installed on 04-Feb-2021, replacing the old defective meter No." 808808" & actual bills continued to charge thereafter.

The Forum on scrutinizing the records, reports available on record construed that average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from February-2019 to January-21 are to be revised based on the actual monthly average consumption recorded in subsequent meter No." LW821885".

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 February-2019 to January-21, on the basis of succeeding one year actual monthly average consumption recorded in meter SL. No." LW821885", 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, Burla - 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. Parsuram Behera, At-Samasingha, Po-Parposhi, 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/477/2025)