

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.0663-2999601

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

Ref: GRF/Burla/Div/DED/ (Final Order)/ 528(4)

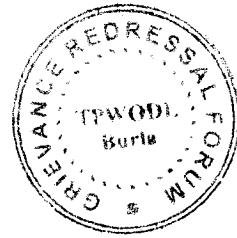
Date: 06.12.25

Present:

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

1	Case No.	BRL/480/2025				
2	Complainant/s	Name & Address	Consumer No	Contact No.		
		Narosingha Thakur C/O-Benudhar Thakur At/Po- Parposhi, Tileibani Dist-Deogarh	4141-1589-0415	6370574961		
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- Narosingha Thakur
Represented by Benudhar Thakur

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

GRF Case No- BRL/480/2025

Narosingha Thakur
C/O- Benudhar Thakur
At/Po- Parposhi, Tileibani,
Dist-Deogarh
Consumer No-4141-1589-0415

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Benudhar Thakur on behalf of Narosingha Thakur 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 "796664" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to July-2018 on meter no '796664'. It can be observed that, there is average/abnormal bill served on Aug Sept-2014 and from Aug-2015 to Nov-2016, the meter reader punched the CMR as '4615' and abnormal high '4615' unit billed & Rs.25992.16 charged to consumer account.
3. Then provisional/average bill served to consumer from Aug-2018 to Nov-2023.
4. The Meter No "TWSP51091501" was installed on Dt.12.12.2023 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that, bill revision will be done on the basis of recast of reading from the date of power supply to Nov-2016 consumption recorded in meter no '796664' & the average billing from Dec-2019 to Nov-2021 may be revised by taking six-month average consumption recorded in meter no "TWSP51091501".


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 4141-1589-0415, 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,

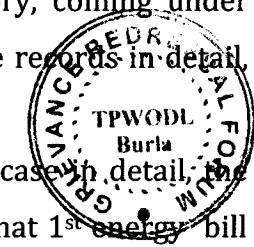
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensee's soft records (FG & Samadhan App) that 1st energy bill was raised in February-2011 on provisional basis, with initial meter installed bearing SL.No." 796664".
2. It was observed from records that provisional bills charged during Feb-2011 to July-2016 were not adjusted in subsequent billing months, even though advanced meter readings were recorded in meter SL.No." 796664".
3. That, Aug/Sept-2016 bill charged on average basis & thereafter, Oct/Nov-2016 bill was abnormally raised on actual basis with "4615" units, thereby charging the entire units recorded upto Nov-2016 in meter SL.No." 796664".
4. Provisional & average bills were charged subsequently from Aug-2018 to November-2023 on different units from time to time.
5. That, a new meter bearing SL.No." TWSP51091501" was installed on 12-Dec-2023, replacing the old defective meter No." 796664" & actual bills continued to charge thereafter.

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." 796664" to Oct/November-2016 are to be recasted/spreaded over on actual monthly average consumption recorded in the same meter. Further, the 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 December-2021 to November-2023 are to be revised based on the actual monthly average consumption recorded in subsequent meter No." TWSP51091501".

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." 796664" to Oct/November-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 4615" as in November-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 revise the energy bills charged from December-2021 to November-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWSP51091501", 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.

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)



S.Tripathy
Member (Finance)



Ranjan Kumar Naik
(President)

Copy to:-

1. Narosingha Thakur, C/O- Benudhar Thakur, At/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/480/2025)