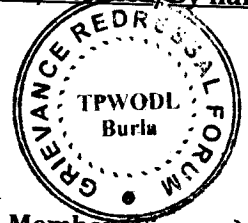


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 529(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/481/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Binayraj Kujur At-Tasarda, Po-Parposhi, Tileibani Dist-Deogarh		4141-1589-0569	6370269756																																
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code, 2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations, 2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation, 2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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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																																			

President

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Binayraj Kujur

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

GRF Case No- BRL/481/2025

Binayraj Kujur
At-Tasarda, Po-Parposhi, Tileibani,
Dist-Deogarh
Consumer No-4141-1589-0569

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Binayraj Kujur 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.

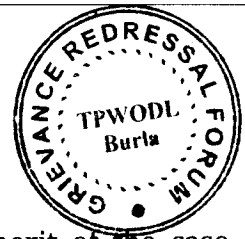
Previous Complain, if any: Not Available

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 05.05.2010 with meter no "810704" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Jan-2017 on meter no '810704'. It can be observed that there is abnormal bill served on Aug Sept-2016, the meter reader punched CMR as '3979' and abnormal high 2909 unit billed & Rs.12215.07 charged to consumer account.
3. Then provisional/average bill served to consumer from Feb-2017 to Sept-2018.
4. The Meter No "LW060834" was installed on Dt.14.11.2018 (FG) with IMR=1 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 Sept-2015 consumption recorded in meter no '810704' & the average billing from Feb-2017 to Sept-2018 may be revised by taking six-month average consumption recorded in meter no "LW060834".

[Signature]
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 4141-1589-0569, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 05.05.2010. 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." 810704".
2. It was observed from records that provisional bills charged in Feb-2011, Aug-2011, from December-2011 to May-2012, From Aug-2012 to May-14, Aug-14 to July-15 & from Oct-2015 to July-2016 were not adjusted in subsequent billing months.
3. That, erratic bill was charged in Sept-2016 on actual basis with "2909" units, that could have accumulated due to previous bills raised on provisional basis.
4. That, average bills were again charged from Feb-2017 to Sept-2018 @250 units on bi-monthly basis. The provisional bill charged in Oct/Nov-2018 were adjusted in subsequent billing.
5. That, a new meter bearing SL.No." LW060834" was installed on 14-Nov-2018, replacing the old defective meter No." 810704" & actual bills continued to charge thereafter.
6. That, the energy bills charged from Nov-2018 to Feb-2023 were already revised by the Opposite Party & Rs.4801.43/- was deducted from (credited back to) the consumers account on 20-01-2024, due to delay meter installation effected in billing.

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged from the date of installation of meter SL.NO." 810704" to September-2016 are to be recasted/spreaded over on actual monthly average consumption recorded in the same meter. Further, the average energy bills charged from February-2017 to September-2018 are to be revised based on the actual monthly average consumption recorded in subsequent meter No." LW060834".

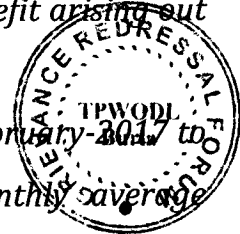
ORDER

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


President

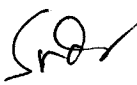
Grievance Redressal Forum
TPWODL, Burla - 768017

1. The Opposite Party is directed to recast the energy bills charged from the date of installation of meter SL.NO." 810704" 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 3979" 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 revise the energy bills charged from February-2017 to September-2018, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW060834", 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.

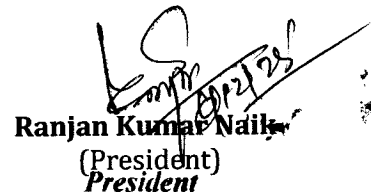
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of January-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
Co-opted Member



S.Tripathy
Member (Finance)
Member



Ranjan Kumar Naitik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Binayraj Kujur, At-Tasarda, 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/481/2025)