

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)/ 535(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/484/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bijay Ranjan Kallo At/Po-Tasarda, Parposi, Tileibani, Dist-Deogarh	4141-1518-0094	8917541623	
3	Respondent/s	SDO (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			

[Signature]
President

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Place of Camp: ESO Office, Jharmunda, Tileibani, Deogarh, TPWODL

Appeared

For the Complainant- Bijay Ranjan Kallo

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

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Bijay Ranjan Kallo

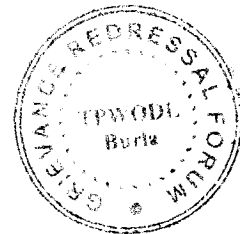
At/Po-Tasarda, Parposi, Tileibani,

Dist-Deogarh

Consumer No-4141-1518-0094

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Bijay Ranjan Kallo, appeared in the Camp Court hearing held at Jharmunda, under ESO Office Tileibani, on Dt. 14.11.2025. 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 March-2012 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 01.02.2012 with meter no "WESCO9067573" under 'DOM' category with CD-1.0 KW (Existing CD=2.00KW)
2. The bill served to consumer on actual basis up to Nov-2022 on meter "WESCO9067573".
3. It can be observed that there is abnormal bill served on Dec Jan-2017, the meter reader punched CMR as '1126' and abnormal high 1126 units billed & Rs.5672.22 charged to consumer ledger.
4. The provisional/average bill served to consumer from Dec-2022 to Sept-2024 which has been revised by Opposite Party on Dt.23.06.2025 & Rs.6321.32 withdrawn & reflected in consumer ledger.
5. The Meter No "TWSP51219278" was installed on Dt.23.10.2024 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.

President

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6. The opposite party suggested that, bill revision will be done on the basis of recast of reading from Dec-2014 to Jan-2017 consumption recorded in meter no 'WESCO9067573'.

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 4141-1518-0094, having CD-2KW under LT-Domestic category, coming under ESO- Tileibani & initial power supply effected on 01.02.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from records that a GRF Order was passed earlier on 24.09.2024 vide CC No.- BRL/615/2024, directing the Opposite Party to redress the grievances as per Complaint Handling Procedure (CHP). It was learnt that the Opposite Party has already acted upon the grievances & revised the energy bills charged respectively from Sept-2018 to January-2022 with credit sundry (deduction of) of Rs.3040.48/- & the provisional bills charged from 19-12-2022 to 23-10-2024 revised with credit sundry (deduction of) of Rs.6321.32/- on 23-06-2025.

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged from Dec-2014 to Jan-2017 are to be revised by the Opposite Party considering the actual advanced consumption has recorded in meter No." WESCO9067573" to redress the grievances accordingly.

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 Dec-2014 to Jan-2017, on the basis of actual monthly average consumption recorded in meter SL. No." WESCO9067573", considering the Initial Meter Reading as KWh-'000858' as on Dec-2014 and Final Meter Reading as KWh-'001126' as on Dec-2017 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.*


President

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3. The Complainant is directed to pay the revised billed amount so arrived at 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. Bijay Ranjan Kallo, At/Po-Tasarda, Parposi, 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/484/2025)