

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)/ 53264)

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/490/2025				
2	Complainant/s	Name & Address	Consumer No	Contact No.		
		Jhasketan Sahu C/O-Dambarudhar Sahu At/Po-Suguda, Ps-Deogarh Dist-Deogarh	4141-1426-0145			
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh		
4	Date of Application	15.11.2025				
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			15.11.2025		
9	Date of Order	06/12/25				
10	Order in favour of	Complainant	✓	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL				


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Jhasketan Sahu
Represented by Dambarudhar Sahu

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

GRF Case No- BRL/490/2025

COMPLAINANT

Jhasketan Sahu
C/O- Dambarudhar Sahu
At/Po-Suguda, Ps-Deogarh
Dist-Deogarh
Consumer No-4141-1426-0145
VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Dambarudhar Sahu on behalf of Jhasketan Sahu appeared in the hearing on Dt. 15.11.2025 at the camp held at SDO Office, Deogarh. The complainant submitted during course of hearing in brief as follows:

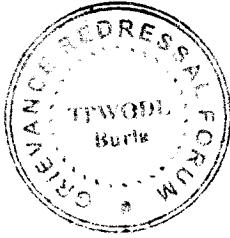
1. The complainant has raised objection regarding abnormal energy bills charged previously but failed to submit the period & nature of dispute.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2001 to Oct-2025, a Physical Verification Report carried out on 27.11.25 & 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 under 'DOM' category with CD-1.50 KW (FG)
2. The bill served to consumer on actual basis up to Dec-2001 on meter no 'WES26264' & during Jan-2002 the meter no '171421' was installed and the electricity bill served to consumer on actual basis upto Sept-2007.
3. There is actual bill served to consumer from Oct-2007 to Jan-2011 with meter no '2028406' but it can be observed that there is abnormal bill served on Oct-2007, the meter reader punched CMR as '6967' and abnormal high '6961' units billed & Rs.22202.26 charged to consumer account.
4. The Meter No "8006380" was installed during Feb-2011 (FG) with IMR=0 and electricity bill served to consumer on actual basis Aug-2011 & then average bill served to consumer from Sept-2011 to Sept-2020



5. The Meter No "LW568858" was installed on Dt.05.10.2022 (FG) with IMR=1 and the electricity bill served to consumer on actual basis upto July-2024 and then average bill served to consumer from Aug-2024 to Sept-2024 has already been revised by Opposite Party on Dt.04.07.2025 and Rs.1823.84 withdrawn & reflected in consumer ledger.
6. The Meter No "TWSTI783869" was installed on Dt.26.10.2024 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, bill revision will be done on the basis of recast of reading from Oct-2017 to Jan-2011 consumption recorded in meter no "2028406" & the average billing from Dec-2016 to Nov-2018 may be revised by taking six-month average consumption recorded in meter no "LW568858".

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 4141-1426-0145, having CD-1.5KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected on 01.01.1990. 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 actual bills were charged upto Sept-2007, as per consumption recorded in meter No." 171421".
2. That, a new meter bearing SL.No." 2028406" was installed & updated in billing during Oct-2007. But, actual bill charged abnormally with "6961" units, considering the initial reading of kwh"0006" & final reading of kwh"6967". Thereafter, meter readings were then advanced upto kwh"7896", recorded upto Sept-2009 billing. The meter readings were later updated in billing & actual bill was charged in Mar-2010, considering the current reading of kwh"6097", recorded in meter no." 2028406". A new meter having SL. No." 8006380" was installed & updated in billing during Feb-2011 billing.
3. That, actual bills were charged upto Aug-2011 but, provisional/average bills were raised thereafter from Sep-2011 to Sept-2020 on different units from time to time.
4. That, a new meter bearing SL.No." LW568858" was installed on 05-Oct-2020, replacing the old defective meter No." 8006380" & actual bills continued to charge till July-2024.
5. That, another new meter bearing SL.No." TWSTI783869" was installed on 26-Oct-2024 & actual bills continued to charge till last billing. However, provisional & average bills raised previously were not revised by the Opposite Party till date.
6. It was observed that Rs.1823.84/- was credited back to the consumer on 04-07-2025 due to meter change assessment carried out by the Opposite Party. However, the period of bill revision could not be traced in record.

The Forum on scrutinizing the records, reports available on record construed that the provisional & 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 October-2018 to September-2020 are to be revised by the Opposite Party based on the actual monthly average consumption recorded in subsequent meter No." LW568858". Further, the energy bills charged abnormally from October-2007 to March-2010 are to be recasted on actual monthly average basis 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 October-2007 to March-2010, on the basis of recasting the total accumulated units of kwh"6097" on actual monthly average basis, as recorded in meter SL. No." 2028406", 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 October-2018 to September-2020, on the basis of actual monthly average consumption recorded in meter SL. No." 8006380", considering initial meter reading as on the date of installation of above meter and final reading as kwh"000859" as on August-2011 billing, 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

Grievance Redressal Forum
TPWODL, Burla - 768017
Final Order Case No. 90/2021



S.Tripathy

Member (Finance)

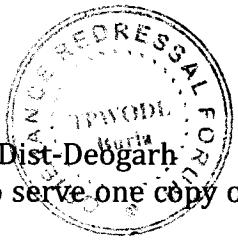
Member

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Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017



Copy to:-

1. Jhasketan Sahu, C/O- Dambarudhar Sahu ,At/Po-Suguda, Ps-Deogarh , 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/490/2025)