

**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)/ 534(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/492/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pankaj Mahapatra C/O-Manoj Mahapatra At-Barpalisahi, Po/Ps-Deogarh Dist-Deogarh-768108		4141-1402-0087	
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

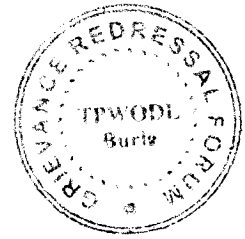
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Pankaj Mahapatra
Represented by Manoj Mahapatra

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



GRF Case No- BRL/492/2025

Pankaj Mahapatra
C/O- Manoj Mahapatra
At-Barpalisahi, Po/Ps-Deogarh
Dist-Deogarh
Consumer No-4141-1402-0087
VRS
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Manoj Mahapatra on behalf of Pankaj Mahapatra 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-2.20 KW (FG).
2. The consumer registered OTSS-2022 and deposited the OTS instalment receipt amount of Rs.12102/- on Dt.03.03.2023 and also availed OTS rebate amount of Rs.876.85/- which is reflected in consumer ledger on Dt.03.03.2023.
3. The Meter No "WLT077421" was installed on Dt.08.01.2018 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
4. The opposite party suggested that, bill revision is not preferable, so the case may be dropped.

President

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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 4141-1402-0087, having CD-2.2KW 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,

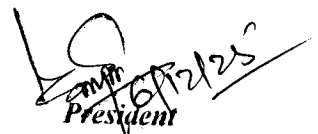
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft records (FG & Samadhan App) that actual bills were raised upto April-2007 billing, as per consumption recorded in meter No." WESCO284039".
2. That, provisional & average bills were charged continuously from May-2007 to December-2017 @ 80 units/107 units/228 units/317 units on monthly basis, as no advanced consumption recorded in above mentioned meter. Such average billing could have been avoided if timely installation of a new tested meter were installed for recording actual consumption. The diligent & dexterity expected in execution of duties was not met by the Opposite Party in the instant case.
3. That, a new meter bearing SL.No." WLT077421" was installed & updated in billing during January-2018, replacing the old defective meter No." WESCO284039" & actual bills continued to charge thereafter till last billing.

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 January-2016 to December-2017 are to be revised by the Opposite Party based on the actual monthly average consumption recorded in subsequent meter No." WLT077421".

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 January-2016 to December-2017, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." WLT077421", 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.*



President


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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.
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
Copy to: -


S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Pankaj Mahapatra, C/O- Manoj Mahapatra ,At-Barpalisahi, Po/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/492/2025)