

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 536(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/494/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tapan Ku Dhal At-Sarposi, Po-Ballam, Ps-Deogarh Dist-Deogarh-768108		4141-1422-0984	9668985444
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			

*[Signature]*  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017



**Place of Camp:** SDO Office, Deogarh

**Appeared**

**For the Complainant-** Tapan Ku Dhal

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

**GRF Case No- BRL/494/2025**

Tapan Ku Dhal

At-Sarposi, Po-Ballam, Ps-Deogarh

Dist-Deogarh

Consumer No-4141-1422-0984

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Tapan Ku Dhal 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 could not submit any relevant document except billing abstract from May-2009 to Sept-2025 in this case.

**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 4141-1422-0984, having CD-1KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected on 15.05.2009. 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 May-2024 bill was charged erratically with "1716" units in a single month, as recorded in meter SL.No." 918726". It was observed from records that low consumption were recorded in above meter particularly from Oct-2022 to April-2024, but, May-2024 bill was charged suddenly with above units in a single month.

President

Grievance Redressal Forum  
TPWODL, Barla - 768017

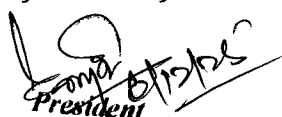
2. September-2022 bill charged abnormally with "1488" units were already revised by the Opposite Party & Rs.8639.90/- was deducted (credited back to) from the consumer's account.
3. June/July-2024 bi-monthly bill was subsequently raised on average basis with "1163" units.
4. That, a new meter bearing SL.No." TWB161062" was installed on 03-Sep-2024, replacing the old defective meter No." 918726" & actual bills continued to charge thereafter till last billing.
5. It was observed from records that Rs. 7044.50/- was credited(deducted from)to the consumers account on 26-06-2025, due to meter change assessment carried out by the Opposite Party. However, the period & reason of bill revision so effected in billing could not be submitted by the Opposite Party.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from December-2022 to May-2024 are to be recasted/spread over by the Opposite Party based on the actual monthly average consumption recorded in old meter No." 918726". Further, the average bill charged particularly in June/July-2024 is also to be revised as per consumption recorded in subsequent meter No." TWB161062".

#### 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 December-2022 to May-2024, on the basis of recasting the consumption recorded in meter SL. No." 918726" on actual monthly average basis, considering initial meter reading as kwh"001629" & final reading as kwh"003469", 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 in June-July-2024, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWB161062", 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.*

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

4. The Complainant is directed to pay the revised billed amount so arrived, 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. Tapan Ku Dhal, C/O- Manoj Mahapatra ,At-Sarposi, Po-Ballam, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/494/2025)