

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.0663-2999601

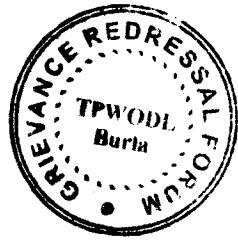
Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/574(4)

Date: 31/12/2025

Present:Sri Ranjan Kumar Naik, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/542/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sudarsan Pradhan C/O-Puspalata Pradhan At-Jharabahal, Po-Bamparda, Ps-Barkote, Dist-Deogarh-768110		4141-1164-0601	9178333227	
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh		
4	Date of Application	16.12.2025				
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			16.12.2025		
9	Date of Order	31.12.2025				
10	Order in favour of	Complainant	✓	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL				



Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Sudarsan Pradhan
Represented by Puspala Pradhan

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

GRF Case No- BRL/542/2025

Sudarsan Pradhan
C/O- Puspala Pradhan
At-Jharabahal, Po-Bamparda, Ps-Barkote,
Dist-Deogarh
Consumer No-4141-1164-0601
VRS
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Puspala Pradhan on behalf of Sudarsan Pradhan appeared in the hearing on Dt. 16.12.2025 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 could not submit any relevant documents except billing abstract from March-2001 to Nov-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 4141-1164-0601, having CD-2.00 KW under LT-Domestic category, coming under ESO-Barkote & 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. On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that provisional/average bills were raised previously from Feb-2001 to January-2007 @ 288 units/50 units on bi-monthly basis, as no advanced consumption were recorded in meter No." WE42613".

16/12/25
President
Grievance Redressal Forum
TPWODL, Burla - 768017

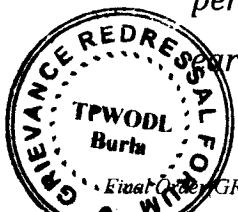
2. It was observed that Feb/Mar-2007 bill charged on actual basis, considering the current reading of kwh"000168" recorded in meter No." WE42613". However, the above reading could not corroborate the consumption that deemed to have continued from the date of installation of afore mentioned meter.
3. That, meter readings were then advanced upto the reading of kwh"004100" upto Mar-2015 billing.
4. Thereafter, provisional/average bills were charged from Sep-2015 to Jan-2021 @ 80 units/288 units/216 units/432 units on bi-monthly basis from time to time.
5. That, a new meter bearing SL.No." LW358005" was installed on 27-Jan-2021, replacing the old defective meter No." WE42613" & actual bills continued to charge till Mar-2023 billing. Provisional/average bills were again charged from April-2023 to Feb-2024.
6. That, another new meter having SL.No." TWB116623" installed on 31-Mar-2024 & actual bills continued to charge thereafter.
7. That, the Opposite Party (O.P.) has already reassessed the bills due change of meter and Rs.201.64/- was deducted from consumers account on 26-06-2025. However, the period of assessment so carried out could not be traced in the absence of records/written statement by the Opposite Party.

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 February-2005 to January-2007 are to be revised by the Opposite Party based on subsequent actual monthly average consumption recorded in meter No." WE42613". Further, the average bills raised from Feb-2019 to January-2021 are to be revised as per consumption recorded in subsequent meter No." LW358005".

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

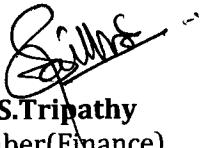
1. *The Opposite Party is directed to revise the energy bills charged from February-2005 to January-2007, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." WE42613", to be evaluated considering the period from February-2007 to January-2008, duly adjusting 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-2019 to January-2021, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW358005", 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.Tripathy
 Member(Finance)
 Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to:-

1. Sudarsan Pradhan, C/O- Puspalata Pradhan, At-Jharabahal, Po-Bamparda, Ps-Barkote, 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/542/2025)

