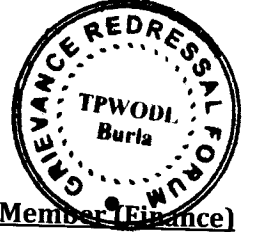


Grievance Redressal Forum

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)



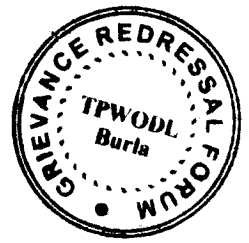
Ref: GRF/Burla/Div/DED/ (Final Order)/571 (4)

Date: 31.12.2025

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

1	Case No.	BRL/544/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Swapna Patra C/O-Arun Patra At-Jharabahal, Po-Bamparda, Ps-Barkote, Dist-Deogarh-768110		4141-1163-2092	9337826717																																
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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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																																			

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



Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Swapna Patra
Represented by Arun Patra

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

GRF Case No- BRL/544/2025

Swapna Patra
C/O- Arun Patra
At-Jharabahal, Po-Bamparda, Ps-Barkote,
Dist-Deogarh
Consumer No-4141-1163-2092

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Sri Arun Patra on behalf of Swapna Patra 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.

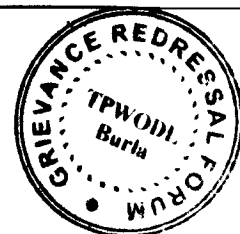
Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2017 to Nov-2025, a Physical Verification Report carried out on 18.12.25 & 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 17.02.2015 with meter no "808959" under 'DOM' category with CD-0.01 KW (FG).
2. The bill served to consumer on actual basis up to Apr-2014 on meter no "808959".
3. Then provisional/average bill served to consumer from May-2017 to Feb-2021.
4. The Meter No "LW621479" was installed on Dt.20.04.2021 with IMR=1 (FG). The average bill served from Apr-2021 to Oct-2022 has already been revised by Opposite Party on Dt.29.12.2022 and amount of Rs.2049.90 withdrawn & reflected in consumer ledger. Then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that, the average billing from March-2019 to Feb-2021 may be revised by taking six-month average consumption recorded in meter no "LW621479".


Grievance Redressal Forum
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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 4141-1163-2092, having CD-0.01 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 17.02.2015. 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 licensees available soft records (FG & Samadhan App) that provisional/average bills were raised previously from May-2017 to June-2021 @ 230 units on bi-monthly basis, as no advanced consumption were recorded in meter No." 808959".
2. That, a new meter bearing SL.No." LW621479" was installed on 20-Apr-2021, replacing the old defective meter No." 808959" & actual bills continued to charge till last billing.
3. The Physical Verification Report dtd. 18.12.2025 indicated that existing meter has been found in running condition with advanced meter reading recorded as kwh"003651".
4. That, the Opposite Party(O.P.) has already reassessed/revised the bills charged from April-2021 to October-2022 and Rs.2049.90/- was deducted(credited back to) from consumers account on 29-12-2022.

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited upto and including two years prior to installation of meter SL. No." LW621479" (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. March-2019 to February-2021 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW621479".

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 March-2019 to February-2021, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW621479", from the date/month of installation of the same meter, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

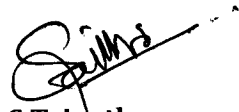
Handwritten signature and date 31/12/25
President

Grievance Redressal Forum
TPWODL, Burla - 768017

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.Tripathy
Member(Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Swapna Patra, C/O- Arun Patra, 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/544/2025)

