

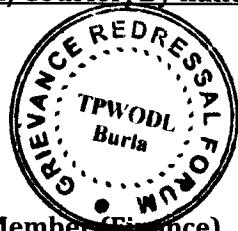
Grievance Redressal Forum
TPWODL, BURLA
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

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)/575⁴)

Date: 31.12.2025



Present:

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

1	Case No.	BRL/555/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Tikeswar Pradhan C/O-Mukta Pradhan At-Gulabandh, Ps-Barkote, Dist-Deogarh-768110		4141-1114-0239	9040582783		
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh			
4	Date of Application	17.12.2025					
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	17.12.2025					
9	Date of Order	31.12.2025					
10	Order in favour of	Complainant	✓	Respondent	Others		
11	Details of Compensation awarded, if any.	NIL					

Ranjan Kumar Naik
President

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Tikeswar Pradhan
Represented by Mukta Pradhan

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

GRF Case No- BRL/555/2025

Tikeswar Pradhan
C/O- Mukta Pradhan
At-Gulabandh, Ps-Barkote,
Dist-Deogarh
Consumer No-4141-1114-0239

VRS
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Mukta Pradhan on behalf of Tikeswar Pradhan appeared in the hearing on Dt. 17.12.2025 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 from March-2016 to May-2017.
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 Mar-2004 to Nov-2025, a Physical Verification Report carried out on 25.12.25 & 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 26.02.2004 with meter no "62992" under 'DOM' category with CD-0.5 KW (FG).
2. The bill served to consumer on actual basis up to Jan-2015 on meter no "62992".
3. Then provisional/average bill served to consumer from Feb-2015 to Mar-2017.
4. The Meter No "WLT008800" was installed on Dt.20.05.2017 with IMR=0 (FG) and then the electricity bill served to consumer on actual basis up to May-2024.
5. The Meter No "TWSP51189886" was installed on Dt.22.06.2024 with IMR=0 (FG) and then the electricity bill served to consumer on actual basis.
6. The opposite party suggested that, the average billing from Jun-2015 to May-2017 may be revised by taking six-month average consumption recorded in meter no "WLT008800".

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 4141-1114-0239, having CD-0.50 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 26.02.2004. 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-2015 to March-2017 @ 88 units/352 units from time to time on bi-monthly basis, as no advanced consumption were recorded in meter No." 62992".
2. That, a new meter bearing SL.No." WLT008800" was installed during May-2017, replacing the old defective meter No." 62992" & actual bills continued to charge till May-2024 billing.
3. That, another new meter having SL.No." TWSP51189886" installed on 22-Jun-2024& actual bills continued to charge thereafter.
4. The Physical Verification Report dtd. 25.12.2025 indicated that existing meter has been found in running condition with advanced meter reading recorded as kwh"0000209".

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited upto & including two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) prior to installation of a subsequent meter i.e. from June-2015 to May-2017 are to be revised by the Opposite Party based on subsequent actual monthly average consumption recorded in meter No." WLT008800".

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 June-2015 to May-2017, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." WLT008800", 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.*
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.*



President

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. Tikeswar Pradhan, C/O- Mukta Pradhan, At-Gulabandh, 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/555/2025)

