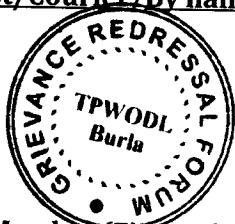


Grievance Redressal Forum
TPWODL, BURLA
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017



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)/576(CY)

Date: 31.12.2025

Present:

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

1	Case No.	BRL/556/2025				
2	Complainant/s	Name & Address		Consumer No		
		Saheb Panigrahi At-Chhapalsahi, Khalianali, Po-Dudhianali, Po-Reamal, Dist-Deogarh		4141-1509-0691		
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				

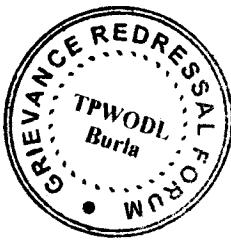
31.12.2025
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Saheb Panigrahi



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

GRF Case No- BRL/556/2025

Saheb Panigrahi

COMPLAINANT

At-Chhapalsahi, Khalianali, Po-Dudhianali,

Po-Reamal ,

Dist-Deogarh

Consumer No-4141-1509-0691

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Saheb Panigrahi 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 May-2017 to November-2020.
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 Apr-2010 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 07.04.2010 with meter no "807238" under 'DOM-KJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Sept-2014 with meter no "807238".
3. It can be observed that during the billing month of Feb/Mar-2019 the meter reader punched CMR as "23" (less from previous meter reading i.e '4418' on Jan-2019) which effect total unit rounded up and '5605' units billed in Feb/Mar-2019 & Rs.32330.22 charged to consumer account. Also, abnormal bill served for Apr-2020 to Sept-2020 & Rs.10757.20 & Rs.12588.95 charged to consumer account.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of 'suppression of reading' or 'round complete'.
5. Then provisional/average bill served to consumer from Oct-2020 to Nov-2020, which has already been revised by Opposite Party on Dt.28.11.2025 & Rs.3878.99 withdrawn & reflected in consumer ledger.

President

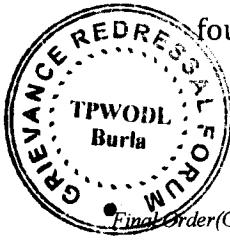
Grievance Redressal Forum
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6. The Meter No "LW566733" was installed on Dt.04.01.2021 with IMR=1 (FG) and then the electricity bill served to consumer on actual basis up to Sept-2024.
7. The average bill served to consumer for Oct-2024.
8. The Meter No "TWSTI780025" was installed on Dt.21.11.2024 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
9. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from Feb-2019 to Sept-2020 consumption recorded in meter no "807238".

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 4141-1509-0691, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 07.04.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. On scrutinizing the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that actual bill was charged in April-2017, considering the current reading of kwh"3200", as recorded in meter SL. No." 807238". Thereafter, provisional bill raised from May-2017 to Dec-2018 @144 units on bi-monthly basis.
2. January-2019 bill charged on actual basis with "1218" units, taking the current reading of kwh" 4418", as recorded in above mentioned meter for the month, thereby auto-adjusting the above provisional bills on the basis of advanced readings recorded.
3. Feb/March-2019 bi-monthly bill was charged abnormally with "5605" units, counting the current reading of kwh"0000 23" as once rounded in the meter. Meter readings were subsequently advanced upto kwh" 4759" as on Sept-2020 billing. Considering the load survey & present consumption pattern, the Opposite Party admitted that there is no possibility of suppress reading or round complete in the instant case. Hence, the Opposite Party urged before the Forum to issue orders to revise the bills from Feb-2019 to Sept-2020 on the basis of recasting the readings advanced between the above-mentioned period.
4. A new meter having SL. No." LW566733" was installed on 04-Jan-2021, replacing the old meter No." 807238" & actual bills continued to charge thereafter till Sept-2024.
5. That, another new meter bearing SL.No." TWSTI780025" was installed on 21-Nov-2024, replacing the old defective meter No." LW566733" & actual bills continued to charge till last billing.
6. 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"0000518".

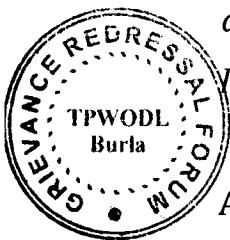


The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged from February-2019 to Sept-2020 are to be revised by the Opposite Party based on actual monthly average consumption recorded in meter No." 807238".

ORDER

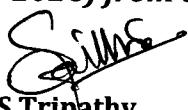
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to revise the energy bills charged from February-2019 to Sept-2020, on the basis of recasting the advanced units recorded in meter No." 807238", considering initial meter reading of kwh" 4418" as on February-2019 and final reading of kwh" 4759" as on September-2020, 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.*
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



Ranjan Kumar Naik
(President)

Copy to:- **Grievance Redressal Forum**
TPWODL, Burla - 768017

1. Saheb Panigrahi, At-Chhapalsahi, Khalianali, Po-Dudhianali, Po-Reamal, 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/556/2025)