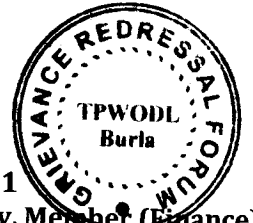


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)/ 577<sup>(4)</sup>

Date: 31.12.2025

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

1	Case No.	BRL/557/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Araun Rajhans At-Mundagohira, Po-Reamal, Dist-Deogarh		4141-1509-1634	9556582514																																
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-	<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 &amp; 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 &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; 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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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019 ✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</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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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																																			

*[Signature]*  
31/12/25  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

**Appeared**

**For the Complainant-** Araun Rajhans

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

**GRF Case No- BRL/557/2025**

Araun Rajhans  
At-Mundagohira,  
Po-Realmal,  
Dist-Deogarh  
Consumer No-4141-1509-1634

**VRS**

SDO(Electrical), Deogarh, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Araun Rajhans 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-2015 to Novmeber-2019.
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-2014 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 09.09.2012 with meter no "804944" under 'DOM-KJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Feb-2015.
3. Then provisional/average bill served to consumer from March-2015 to Aug-2016.
4. It can be observed that, there is abnormal bill served for Sept/Oct-2016 on meter no "804944" & Rs.32014.18 charged to consumer account.
5. Then provisional/average bill served to consumer from Nov-2016 to Nov-2019.
6. The Meter No "LW415378" was installed on Dt.28.11.2019 and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Oct-2016 consumption recorded in meter no 804944 & the average billing from Nov-2016 to Nov-2019 may be revised by taking six-month average consumption recorded in meter no "LW415378".

*[Signature]*  
President

**Grievance Redressal Forum  
TPWODL, Burla - 768017**

### 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 4141-1509-1634, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 09.09.2012. 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 first energy bill raised in April-2014 with initial meter No." 804944" installed for billing.
2. That, provisional/average bills charged from March-2015 to August-2016 on different units from time to time.
3. That, abnormal/erratic bill charged in Sept/Oct-2016 with "5649" units, taking the current reading of kwh" 7269".
4. Thereafter, provisional/average bills charged from Nov-2016 to Nov-2019 @436 units/bi-monthly.
5. A new meter having SL. No." LW415378" was installed on 28-Nov-2019, replacing the old meter No." 804944" & actual bills continued to charge thereafter 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"0004990".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from the date/month of initial power supply to October-2016 are to be recasted on actual monthly average basis recorded in meter SL. No." 804944". Further, the provisional & average energy bills charged limited upto & including two years prior to installation of a subsequent meter (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019)i.e. from December-2017 to November-2019 are to be revised by the Opposite Party based on subsequent actual monthly average consumption recorded in meter No." LW415378".

### ORDER

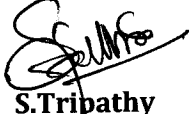
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. *The Opposite Party is directed to recast the energy bills charged from the date of initial power supply i.e. 09.Sept.2012 to October-2016, on the basis of recasting the total accumulated units of kwh"7269" as recorded in meter SL. No." 804944", on actual monthly average consumption basis, recorded upto Oct-2016 billing, 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 recast the energy bills charged from Dec-2017 to November-2019, on the basis of basis of succeeding six months actual monthly average consumption recorded in meter no "LW415378", 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. Araun Rajhans, At-Mundagohira, Po-Realmal, 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/557/2025)

