

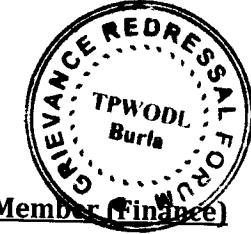
Grievance Redressal Forum  
TPWODL, BURLA  
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [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)/573 (4)

Date: 31.12.2025



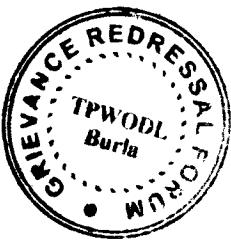
Present:

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

1	Case No.	BRL/559/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Khada Majhi C/O-Namita Chhatria At-Khalianali, Po-Gohiradam Site, Dist-Deogarh		4141-1509-0662			
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					

*U.C. 31.12.2025*  
President

Place of Camp: SDO Office, Deogarh



**Appeared**

**For the Complainant-** Khada Majhi  
Represented by Namita Chhatria

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

**GRF Case No- BRL/559/2025**

Khada Majhi  
C/O- Namita Chhatria  
At-Khalianali, Po-Gohiradam Site,  
Dist-Deogarh  
Consumer No-4141-1509-0662

**COMPLAINANT**

**VRS**  
SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Namita Chhatria on behalf of Khada Majhi 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 April;-2016.
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 "810551" under 'DOM-KJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to June-2016 with meter no "810551".
3. It can be observed that during the billing month of July/Aug-2015 the meter reader punched CMR as "15" (less from previous meter reading i.e '633' on Feb-2015) which effect total unit rounded up and '517' units billed & Rs.1767.86 charged to consumer account. Similarly negative reading punched in Jan/Feb-2016.
4. Then provisional & abnormal bill served from July-2016 to Dec-2016.
5. There is average bill served to consumer from Jan-2017 to Sept-2018, which has already been revised by Opposite Party on Dt.06.01.2023 (bill revised from Feb-2017 to Sept-2018) and Rs.6246.32 withdrawn & reflected in consumer ledger.
6. The Meter No "LW061611" was installed on Dt.15.10.2018 with IMR=1 (FG) and then the electricity bill served to consumer on actual basis.

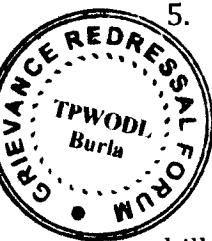
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7. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from March-2015 to April-2016 consumption recorded in meter no "810551" & the average billing from July-2016 to Dec-2016 may be revised by taking six-month average consumption recorded in meter no "LW061611".

### 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 4141-1509-0662, having CD-0.11KW 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 charged in February-2015, considering the current reading of kwh" 633", recorded in meter SL.No." 810551". March-2015 to June-2015 bills charged on provisional basis. July/Aug-2015 bill charged on actual basis, considering the current reading of kwh" 150", with consumption units" 517". Further, January/February-2016 bi-monthly bill charged on actual basis, considering the current reading of kwh"0000 78", with consumption units" 928". Thereafter, actual bills continued upto the reading of kwh" 000975", as recorded in June-2016 billing.
2. A new meter having SL. No." WUS12896" was installed during Sept/Oct-2016, replacing the old meter No." 810551". Sept/Oct-2016 bill raised on provisional basis and later, Nov/Dec-2016 bill charged on actual basis with "1500" units, considering the current reading of kwh"1500", as recorded in above newly installed meter.
3. Further, provisional/average bills were charged from Jan/Feb-2017 to October-2018.
4. The ledger abstract revealed that another new meter having SL.No." LW061611" was installed on 15-Oct-2018, replacing the old defective meter SL.No." WUS12896".
5. 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"0002752".



The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from March-2015 to April-2016 are to be recasted on actual monthly average basis recorded in meter SL. No." 810551". Further, as suggested by the Opposite Party, the provisional /average energy bills charged from July-2016 to December-2016 are to be revised based on subsequent actual monthly average consumption recorded in meter No." LW061611" to redress the grievances accordingly.

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Grievance Redressal Forum  
TPWODL, Burla - 768017

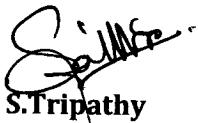
## ORDER

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 March-2015 to April-2016, on the basis of recasting the advanced units recorded in meter No." 810551", considering initial meter reading of kwh" 633" as on March-2015 and final reading of kwh" 843" as on April-2016, 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 July-2016 to December-2016, based on succeeding six months actual monthly average consumption recorded in meter SL.No." LW061611", 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

  
Ranjan Kumar Naik  
(President)  
President

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

1. Khada Majhi, C/O- Namita Chhatria, At-Khalianali, Po-Gohiradam Site, 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.

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

"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/559/2025)