

## 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.0663-2999601Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 580(4)

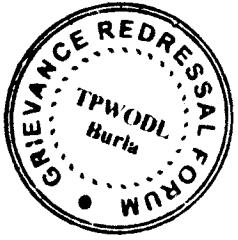
Date: 31/12/25

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

1	Case No.	BRL/560/2025					
2	Complainant/s	Name & Address		Consumer No			
		Niranjan Behera At-Munda Gohira, Po-Gohiradam Site, Dist-Deogarh		4141-1503-0260	9668041304		
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	31/12/25					
10	Order in favour of	Complainant		Respondent		Others	✓
11	Details of Compensation awarded, if any.	NIL					

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

Place of Camp: SDO Office, Deogarh



**Appeared**

For the Complainant- Niranjan Behera

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

**GRF Case No- BRL/560/2025**

**COMPLAINANT**

Niranjan Behera  
At-Munda Gohira, Po-Gohiradam Site,  
Dist-Deogarh  
Consumer No-4141-1503-0260  
VRS  
SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Niranjan Behera 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 the year 2016 to 2018.
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 May-2011 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 15.05.2011 with meter no "ORB09236" under 'DOM' category with CD-1.50 KW (FG).
2. The bill served to consumer on actual basis up to Apr-2014.
3. Then provisional/average bill served to consumer from May-2014 to Apr-2018.
4. The Meter No "WLT068258" was installed on Dt.20.05.2018 with IMR=0 (FG). There is average bill served to consumer from Nov-2022 (no. WLT068258) has already been revised by Opposite Party on Dt.12.01.2023 and amount of Rs.11057.22 withdrawn & reflected in consumer ledger.
5. The opposite party suggested that, the average billing from May-2014 to Apr-2016 may be revised by taking six-month average consumption recorded in meter no "WLT068258".

**OBSERVATION**

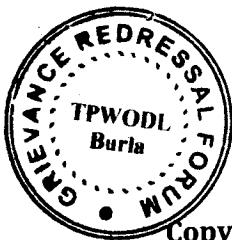
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1503-0260, having CD-1.50 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 15.05.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

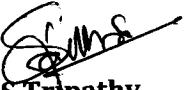
1. On scrutinizing the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that provisional/average bills charged continuously from May-2014 to April-2018, as no advanced meter readings were recorded in meter No." ORBO9236" for billing.
2. That, a new meter having SL. No." WLT068258" was installed on 20-May-2018, replacing the old meter No." ORBO9236". However, provisional/average bills continued to charge from May/June-2018 to Nov-2022 on different units from time to time.
3. Actual bills continued to charge from December-2022 till last billing as per advanced consumption recorded in installed meter No." WLT068258".
4. 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"0003788".
5. It was observed from records that average bills charged prior to two years from the date installation of meter No." WLT068258" i.e. from May2016 to April-2018 and again, the average bills raised from June-2018 to November-2022 were already revised by the Opposite Party and Rs. 2748.92/- & Rs.11057.22/- were credited back(deducted from) to the consumer account respectively. However, the suggestion made by the Opposite Party regarding revision of bills from May-2014 to April-2016 cannot be entertained beyond statutory regulations as stipulated.

The Forum on scrutinizing the records, reports available on record construed that necessary bill revisions have already been made by the Opposite Party in connection with the grievance petition filed & the instant case is resolved accordingly.

Hence, the case is hereby dismissed.

Accordingly, the case is disposed of.



  
S. Tripathy  
Member (Finance)  
Member

  
Ranjan Kumar Naik  
(President)  
Grievance Redressal Forum

TPWODL, Burla - 768017

Copy to: - **TPWODL, Burla - 768017**

1. Niranjan Behera, At-Munda Gohira, 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.

"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/560/2025)