

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)/ 581(4)

Date: 31/12/25

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

1	Case No.	BRL/561/2025						
2	Complainant/s	Name & Address		Consumer No				
		Rathi Chhatria C/O- Ninabati Padhan At-Khajuridarha, Tilebani, Dist-Deogarh-768121		4141-1509-0316	9556160932			
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					


Ranjan Kumar Naik
President

Grievance Redressal Forum
TPWODL, BURLA, Sambalpur

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Rathi Chhatria
Represented by Ninabati Padhan



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

GRF Case No- BRL/561/2025

COMPLAINANT

Rathi Chhatria
C/O- Ninabati Padhan
At-Khajuridarha, Tileibani,
Dist-Deogarh
Consumer No-4141-1509-0316

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt Ninabati Padhan on behalf of Rathi Chhatria 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 bill charged particularly during October-2016 that was not rectified till date.
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 Aug-2006 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 22.03.2006 with meter no "1926994" under 'DOM-KJ' category with CD-0.06 KW (FG).
2. The bill served to consumer on actual basis up to Feb-2015.
3. Then abnormal & average bill served to consumer from March-2015 to Sept-2020.
4. The Meter No "LW415794" was installed on Dt.25.09.2020 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis up to Aug-2023.
5. The power supply was disconnected due to non-payment of electricity dues from Dt. 07.08.2023 & reconnected on Dt.05.02.2025.
6. There is average bill served to consumer from Sept-2023 to March-2025.
7. The Meter No "TWSTI15014756" was installed on Dt.16.04.2025 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
8. The opposite party suggested that, the abnormal/average billing from March-2015 to Feb-2017 may be revised by taking six-month average consumption recorded in meter no "LW415794".

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 4141-1509-0316, having CD-0.06KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 22.03.2006. 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 & as per the petition filed by the complainant, the Forum observed from the licensee's available soft records (FG & Samadhan App) that actual bills were charged upto the reading of kwh"004000", recorded in meter No." 1926994" during Jan/February-2015. Thereafter, provisional bills were charged March-2015 to August-2016 @68 units on bi-monthly basis.
2. Sept/October-2016 bi-monthly bill charged on actual basis ironically with "6025" units, amounting Rs.25104/-, considering the current reading of kwh"000025", thereby deriving the above advanced consumption as meter once rounded. The Forum apprehended that the consumption of "6025" units recorded over 20 months period with the monthly estimated average consumption of "301" units is not symmetrical/coherent with consumption pattern recorded previously, even considering the load of 0.06kw.
3. It was also observed that subsequent billing in Nov./December-2016 to Aug./September-2020 were raised on average basis due to the meter No." 1926994" declared as "defective" & hence, there were no advancement of readings recorded from the initial reading of kwh"000025".
4. A new meter having SL. No." LW415794" was installed on 25-Sep-2020, replacing the old meter No." 1926994". Subsequently, another meter was installed on 16-Apr-2025 bearing SL.No." TWST15014756". The Opposite Party has revised the earlier bills from Sept-2020 to Nov-2022 & Rs. 934.96/- was credited back to consumer account. Further, meter change assessment was carried out from 26-02-2025 to 16-04-2025 & Rs.611.46/- was added(debited).
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"000715".

The Forum on scrutinizing the records, reports available on record construed that the energy bill charged particularly in September/October-2016 is to be revised, as per petition filed by the complainant assertively, on the basis of actual monthly average consumption recorded in subsequent meter SL. No." LW415794" to redress the grievances accordingly.

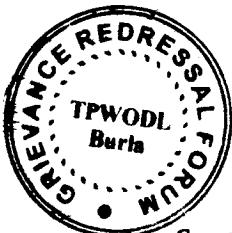
ORDER

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 bill charged in Sept/October-2016, based on succeeding six months actual monthly average consumption recorded in meter SL.No." LW415794", 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
Grievance Redressal Forum

Copy to: - TPWODL, Burla - 768017

1. Rathi Chhatria, C/O- Ninabati Padhan, At-Khajuridarha, Tileibani, 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.


Ranjan Kumar Naik
(President)
President

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/561/2025)