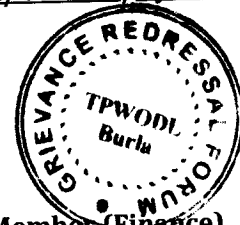


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 38204

Date: 31/12/25

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

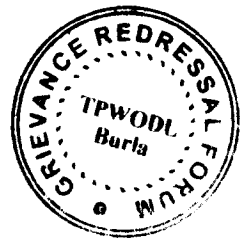
1	Case No.	BRL/562/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Binod Jeypuria At-Kanteikali, Po-Gohira Dam Site, Dist-Deogarh		4141-1503-0160	
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	17.12.2025			
5	In the matter of-	1. Agreement/Termination	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			

[Signature]
31/12/25
President

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Binod Jeypuria



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

GRF Case No- BRL/562/2025

Binod Jeypuria

At-Kanteikali, Po-Gohira Dam Site,

Dist-Deogarh

Consumer No-4141-1503-0160

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Binod Jeypuria 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 previously from October-2002 to November-2019 which are 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 July-2002 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 06.03.2000 with meter no "3820913" under 'DOM' category with CD-1.00 KW (FG).
2. The bill served to consumer on actual basis up to Sept-2024 on meter no "3820913".
3. It can be observed from the billing ledger that there is average bill charged from (i) Oct-2002 to May-2003 & (ii) June-2005 to mar-2009, then provisional & abnormal bill charged from (iii) Sept-2015 to Nov-2019 on meter no "3820913".
4. The Meter No "TWSP51226931" was installed on Dt.26.10.2024 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from Oct-2002 to Nov-2019 with taking IMR=1032 & FMR=1176 (Rounded 10000+1765) consumption recorded in meter no "3820913".

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 4141-1503-0160, having CD-1.00 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 06.03.2000. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

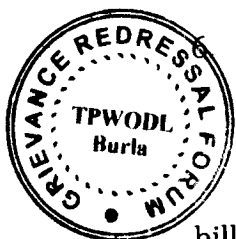
1. On scrutinizing the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that first energy bill was raised in July-2002, being initial date of supply effected on 06-Mar-2002, having meter No." 3820913" installed at site.
2. August/September-2002 bill charged on actual basis with "1032" units, considering the current reading of kwh"001033", as recorded in above mentioned meter.
3. It was observed that provisional/average & actual bills were charged intermittently till September-2024 billing with last actual reading of kwh" 2042", but, such provisional/average bills were not properly adjusted previously, more so prior to the year 2010, even though the same meter was in running condition. A new meter bearing SL. No." TWSP51226931" was installed subsequently on 26-Oct-2024, replacing the old meter No." 3820913".
4. That, Novmeber-2019 bill was charged on actual basis with "1747" units unreasonably, that ought to have been derived from the previous reading of kwh" 7190", as recorded in August-2015 billing & the current reading of kwh" 1765" for the month.
5. It was revealed that the Opposite Party has revised the bills charged from May-2022 to July-2022 & Rs.24563.55/- has been credited back to (deducted from) the consumer account.

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"000559".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from October-2002 to November-2019 were not properly charged & adjusted in billing. Hence, above period bills are to be recasted on actual monthly average basis, as per advanced consumption recorded in meter SL.No."3820913", considering initial reading of kwh"1032" as in Oct-2002 & final reading of kwh"11765" as in November-2019(i.e. once round complete of "10000" units + advanced reading of kwh"1765")

ORDER

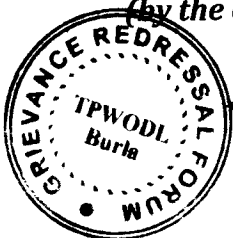
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019



1. The Opposite Party is directed to recast the energy bills charged from October-2002 to November-2019, based on actual monthly average basis, as per advanced consumption recorded in meter SL.No."3820913", considering initial reading of kwh"1032" as in Oct-2002 & final reading of kwh"11765" as in November-2019(i.e. once round complete of "10000" units + advanced reading of kwh"1765"), 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
S. Tripathy
Member(Finance)
Member

Grievance Redressal Forum

Copy to: - TPWODL, Burla - 768017

1. Binod Jeypuria, At-Kanteikali, Po-Gohira Dam 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.

Ranjan Kumar Naik
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/562/2025)