

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.0663-2999601

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 583(4)

Date: 31/12/25

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

1	Case No.	BRL/563/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kanchei Matiari C/O-Basanta Matiari At-Bankadhara, Po-Gohiradam Site, Dist-Deogarh		4141-1509-1543	
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]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Kanhei Matiari
Represented by Basanta Matiari

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



GRF Case No- BRL/563/2025

COMPLAINANT

Kanhei Matiari
C/O- Basanta Matiari
At-Bankadhara, Po-Gohiradam Site,
Dist-Deogarh
Consumer No-4141-1509-1543

OPPOSITE PARTY

VRS

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Basanta Matiari on behalf of Kanhei Matiari 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 Sept-2014 to June-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 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 "WESCO9146385" under 'DOM' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Dec-2017.
3. It can be observed from the billing ledger that there is Provisional bill not adjusted properly, & normal bill charged from Sept-2014 to June-2016 on meter no "WESCO9146385".
4. There is abnormal & average bill charged from July-2016 to Dec-2016 & average bill served from July-2018 to Nov-2019 has already been revised by Opposite Party on Dt.08.09.2023 and amount of Rs.187599.41 withdrawn & reflected in consumer ledger.
5. The Meter No "LW421872" was installed on Dt.31.10.2019 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from Sept-2014 to Jun-2016 consumption recorded in meter no "WESCO9146385".

President
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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 4141-1509-1543, having CD-0.11KW 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,

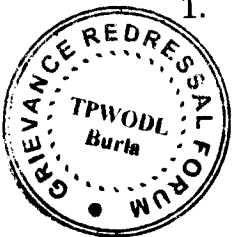
1. On scrutinizing the case in detail & as per the petition filed by the complainant, the Forum observed from the licensee's available soft records (FG & Samadhan App) that first energy bill raised in April-2014 on provisional basis, albeit meter SL.No." WESCO9146385" installed at site. June-14 bi-monthly bill was again raised on provisional basis. Thereafter, actual bill continued to charge but, June-2015 bi-monthly charged erratically with "1744" units on actual basis in a single month. The Forum observed from records that there were multiple inconsistent bills raised during the period from Sept-2014 to June-2016 which need to be reassessed on actual basis to even out the consumption recorded in the above meter.
2. It was revealed that the Opposite Party has already acted upon the grievances in earlier occasions and revised the provisional/average bills from July-2016 to November-2019 as per consumption recorded in subsequent meter SL.No." LW421872" & Rs. 187599.41/- was credited back to (deducted from) the consumer account on 11-09-2023.
3. 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"004063".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Sept-2014 to June-2016 are to be recasted on actual monthly average consumption recorded in meter SL. No." WESCO9146385" to extend monthly slab benefit to the consumer & 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 recast the energy bills charged from Sept-2014 to June-2016, based on actual monthly average consumption recorded in meter SL.No." WESCO9146385", considering initial reading of kwh"000200" as in September-2014 and final reading of kwh"00 2918" as in June-2016 billing, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

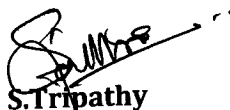


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TPWODL, Burla

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.

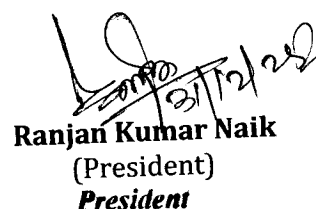
Accordingly, the case is disposed of.

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
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Kanhei Matiari, C/O- Basanta Matiari, At-Bankadhara, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/563/2025)

