

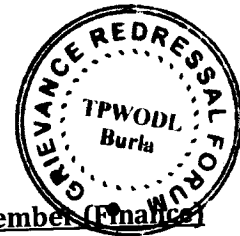
## Grievance Redressal Forum

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)/ 584 (4)

Date: 31.12.25

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

|    |  |   |                |  |        |
|----|--|---|----------------|--|--------|
| 1  | Case No.                                     | BRL/564/2025  |                |  |        |
| 2  | Complainant/s                                | Name & Address  | Consumer No    | Contact No.  |        |
|    |  | Ratha Bag<br>C/O-Debaki Hati<br>At-Pankdarh,<br>Po-Gohiradam Site,<br>Dist-Deogarh  | 4141-1509-0468 | 7684021132   |        |
| 3  | Respondent/s                                 | S.D.O (Elect), Deogarh  |                | Division<br>D.E.D, TPWODL,<br>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 ✓<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004<br>3. OERC Conduct of Business) Regulations,2004<br>4. Odisha Grid Code (OGC) Regulation,2006<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004<br>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

Grievance Redressal Forum  
TPWODL, Burla - 768017



**Place of Camp:** SDO Office, Deogarh

**Appeared**

**For the Complainant-** Ratha Bag  
Represented by Debaki Hati

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

**GRF Case No- BRL/564/2025**

Ratha Bag  
C/O- Debaki Hati  
At-Pankdarh, Po-Gohiradam Site,  
Dist-Deogarh  
Consumer No-4141-1509-0468

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Smt Debaki Hati on behalf of Ratha Bag 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 August-09 to June-2015.
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 Oct-2009 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 27.07.2009 with meter no "803936" under 'DOM' category with CD-1.5 KW (FG).
2. The bill served to consumer on actual basis up to Feb-2016.
3. It can be observed from the billing ledger that, there is provisional & abnormal bill served from Jan-2015 to Jun-2015 on meter no "803936" and amount of Rs.11550.64 charged to consumer.
4. Then average bill served from March-2016 to Oct-2018 has already been revised (from Apr-16 to Oct-18) by Opposite Party on Dt.25.03.2025 and amount of Rs.14689.14 withdrawn & reflected in consumer ledger.
5. The Meter No "LW060226" was installed on Dt.13.11.2018 with IMR=1 (FG). The provisional/average bill served from Feb-2019 to Apr-2023 has already been revised by Opposite Party on Dt.23.05.2025 and amount of Rs.21032.82 withdrawn & reflected in consumer ledger. 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 date of power supply to June-2015 consumption recorded in meter no 803936.

#### 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 4141-1509-0468, having CD-1.50 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 27.07.2009. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

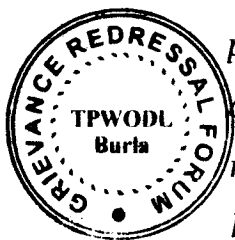
1. On scrutinizing the case in detail & the petition filed by the complainant, the Forum observed from the licensee's available soft records (FG & Samadhan App) that first energy bill raised in October-2009 with initial meter No." 803936" installed for billing.
2. That, provisional & actual bills charged intermittently from August-09 to June-2015 without proper adjustments of provisional bills in subsequent period with erratic consumption of "2566" units charged in a single month during June-2015. Hence, the inconsistent bills raised during the period from date of power supply to June-2015 with accumulated units raised in single months need to be reassessed on actual basis to even out the consumption recorded in the above meter.
3. That, provisional/average bills charged from April-2016 to October-2018 and the period from December-2018 to April-2023 were already revised by the Opposite Party and Rs. 14689.14/- & Rs. 21032.82/- were credited back to(deducted from) the consumer account respectively.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from the date/month of initial power supply to June-2015 are to be recasted on actual monthly average basis recorded in meter SL. No." 803936".

#### 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

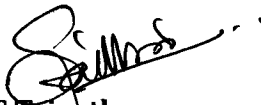
1. *The Opposite Party is directed to recast the energy bills charged from the date of initial power supply i.e. 27-Jul-2009 to June-2015, on the basis of recasting the total accumulated units of kwh" 4566" as recorded in meter SL. No." 803936", on actual monthly average consumption basis, recorded upto June-2015 billing, 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**  
**TPWODL, Burla - 768017**

Copy to: -

1. Ratha Bag, C/O- Debaki Hati, At-Pankdarh, 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.

  
**Ranjan Kumar Naik**  
(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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/564/2025)

