

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)/ 585 (4)

Date: 31.12.25

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

1	Case No.	BRL/565/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Goura Behera Dudhianali, Tileibani, Dist-Deogarh		4141-1509-1558	
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- Goura Behera

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

GRF Case No- BRL/565/2025

Goura Behera

Dudhianali, Tileibani,

Dist-Deogarh

Consumer No-4141-1509-1558

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Goura 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 but failed to emphatically submit the period and nature of dispute.
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 "A826184" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Apr-2017.
3. It can be observed from the billing ledger that there is Provisional bill not adjusted properly from May-2014 to Apr-2015 & average bill served from Mar-2016 to Aug-2016 on meter no "A826184".
4. Then average bill served to consumer from May-2017 to Jan-2019.
5. The Meter No "LW112582" was installed on Dt.13.02.2019 with IMR=2 (FG) and then onwards the electricity bill served to consumer on actual basis.
6. The power supply was disconnected due to non-payment of electricity dies onDt.26.05.2025 & reconnected on Dt. 24.12.25 (FG).
7. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Apr-2017 consumption recorded in meter no "A826184" & the average billing from May-2017 to Jan-2019 may be revised by taking six-month average consumption recorded in meter no "LW112582".



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 4141-1509-1558, 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 examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that January/February-2016 bill charged on actual basis, considering the current reading of kwh" 1187", as recorded in meter SL.No." A826184". Thereafter, average bills raised from March-2016 to August-2016 & then, provisional bills from Sept-2016 to Feb-2017. However, above provisional bills were auto-adjusted in March/April-2017 billing but average bills so charged for above period still not revised.
2. That, provisional bills charged subsequently from May-2017 to January-2019 @ 320 units on bi-monthly basis.
3. That, a new meter bearing SL.No." LW112582" was installed on 13-Feb-2019, replacing the old defective meter No." A826184" & actual bills continued to charge till last billing.
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"0002467".

The Forum on scrutinizing the records, reports available on record construed that the provisional / average energy bills charged from May-2017 to January-2019 are to be revised by the Opposite Party based on subsequent actual monthly average consumption recorded in meter No." LW112582". Further, the average bills raised from March-2016 to August-2016 are to be revised as per actual advanced consumption recorded in meter SL.No." A826184", 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

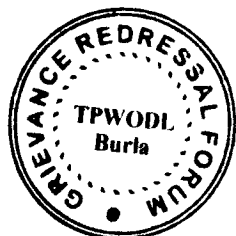
1. *The Opposite Party is directed to recast the energy bills charged from March-2016 to August-2016, on the basis of actual monthly average consumption recorded in meter SL.No." A826184", considering initial reading of kwh" 1187" as in March-2016 and final reading of kwh" 1650" as in April-2017, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

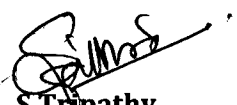


2. The Opposite Party is directed to revise the energy bills charged from May-2017 to January-2019, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW112582", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
3. 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.
4. 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. Goura Behera, Dudhianali, 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.

"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/565/2025)