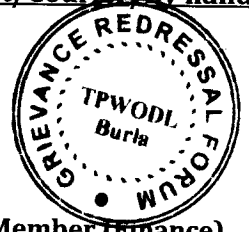


Grievance Redressal Forum

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)



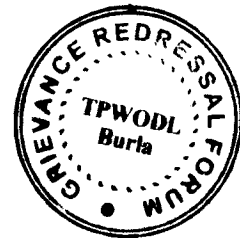
Ref: GRF/Burla/Div/DED/ (Final Order)/ 586 (4)

Date: 31.12.25

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

1	Case No.	BRL/566/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Mukteswar Rana C/O-Sanju Rana At-Khajuridarh, Nuasahi, Po-Gohiradam Site, Dist-Deogarh		4141-1509-1222																																	
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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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- Mukteswar Rana
Represented by Sanju Rana

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

COMPLAINANT

OPPOSITE PARTY

GRF Case No- BRL/566/2025

Mukteswar Rana
C/O- Sanju Rana
At-Khajuridarh, Nuasahi, Po-Gohiradam Site,
Dist-Deogarh
Consumer No-4141-1509-1222
VRS
SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Smt Sanju Rana on behalf of Mukteswar Rana 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-2014 to September-2019.
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-2012 to Nov-2025, a Physical Verification Report carried out on 23.12.25 & 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 23.02.2011 with meter no "9030" under 'DOM-KTJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to June-2014.
3. Then provisional/average bill served to consumer from July-2014 to Sept-2019.
4. The Meter No "LW415835" was installed on Dt.07.11.2019 with IMR=1 (FG). Then the bill served to consumer on actual basis up to Oct-2025.
5. Average bill served for the month of Nov-2025.
6. The meter no "TWSP51351185" was installed on Dt.22.12.2025 with IMR=0(FG).
7. The opposite party suggested that, the average billing from Jan-2017 to Dec-2018 may be revised by taking six-month average consumption recorded in meter no "LW415835".

[Signature]
President

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 4141-1509-1222, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 23.02.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

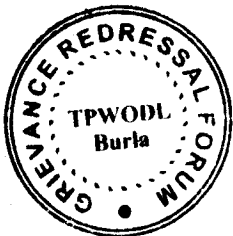
1. On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that May/June-2014 bill charged on actual basis, as per consumption recorded in meter SL No." 9030".
2. That, continuous average bills charged thereafter from July-2014 to Sept-2019 @ 30 units/60 units/120 units on bi-monthly basis from time to time.
3. That, a new meter bearing SL.No." LW415835" was installed on 07-Nov-2019, replacing the old defective meter No." 9030" & actual bills continued to charge till Nov-2015 billing. Another new meter having SL.No." TWSP51351185" was installed on 22-Dec-2025, replacing the old meter No." LW415835".
4. That, the Opposite Party has already revised the bills from November-2019 to January-2022 as per consumption recorded in meter No." LW415835" & Rs. 351.43/- has been credited back to (deducted from) the consumer account.

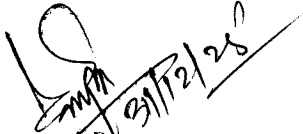
The Forum is of the considered opinion that average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from October-2017 to September-2019 are to be revised by the Opposite Party based on subsequent actual monthly average consumption recorded in meter No." LW415835", 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 bills charged from October-2017 to September-2019, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW415835", 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.*

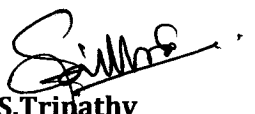



President
Grievance Redressal Forum
TPWODL, Burla - 768017

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: -


Ranjan Kumar Naik

(President)

President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Mukteswar Rana, C/O- Sanju Rana, At-Khajuridarh, Nuasahi, 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/566/2025)

