

**Grievance Redressal Forum**  
**TPWODL, BURLA**  
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017  
Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 587(4)

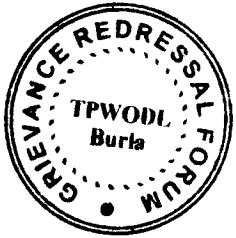
Date: 31.12.25

Present:

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

1	Case No.	BRL/567/2025				
2	Complainant/s	Name & Address		Consumer No		
		Manglu Bag At-Jambunali, Po-Tentelabahal, Dist-Deogarh		4141-1509-1616		
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 <input checked="" type="checkbox"/>		2. Billing Disputes <input checked="" type="checkbox"/>		
		3. Classification/Reclassification of Consumers <input checked="" type="checkbox"/>		4. Contract Demand / Connected Load <input checked="" type="checkbox"/>		
		5. Disconnection / Reconnection of Supply <input checked="" type="checkbox"/>		6. Installation of Equipment & apparatus of Consumer <input checked="" type="checkbox"/>		
		7. Interruptions <input checked="" type="checkbox"/>		8. Metering <input checked="" type="checkbox"/>		
		9. New Connection <input checked="" type="checkbox"/>		10. Quality of Supply & GSOP <input checked="" type="checkbox"/>		
		11. Security Deposit / Interest <input checked="" type="checkbox"/>		12. Shifting of Service Connection & equipments <input checked="" type="checkbox"/>		
		13. Transfer of Consumer Ownership <input checked="" type="checkbox"/>		14. Voltage Fluctuations <input checked="" type="checkbox"/>		
		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 <input checked="" type="checkbox"/> 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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
11	Details of Compensation awarded, if any.	NIL				

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017



Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Manglu Bag

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

GRF Case No- BRL/567/2025

Manglu Bag  
At-Jambunali, Po-Tentelabahal,  
Dist-Deogarh  
Consumer No-4141-1509-1616

**COMPLAINANT**

VRS  
SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

GIST OF THE CASE

Sri Manglu 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 & average energy bills charged previously from April-2016 to November-2020.
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 "804728" under 'DOM-KTJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Feb-2016.
3. Then Average bill served to consumer from March-2016 to Nov-2020.
4. The Meter No "LW569637" was installed on Dt.27.12.2020 with IMR=1 (FG). 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 the date of power supply to Feb-2016 consumption recorded in meter no 804728 & the average billing from March-2016 to Feb-2018 may be revised by taking six-month average consumption recorded in meter no "LW569637".

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 78017

### 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 4141-1509-1616, 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,

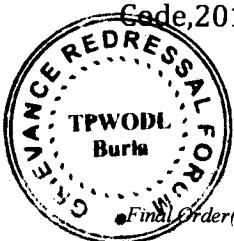
1. On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that March/April-2016 bill charged on actual basis, considering the advanced consumption of kwh" 2627" recorded in meter Sl No." 804728". Thereafter, no advanced meter readings were recorded & continuous average bills charged from March/April-2016 to Nov-2020 @148 units on bi-monthly basis. It was pointed out that multiple episode of inconsistent bills were charged from the date of initial supply till Feb-2016 with accumulated units charged in a single month.
2. That, a new meter bearing SL.No." LW569637" was installed on 27-Dec-2020, replacing the old defective meter No."804728".
3. The Physical Verification Report dtd. 18.12.2025 indicated that existing meter has been found in running condition with advanced meter reading of kwh"0002063" recorded.
4. That, the Opposite Party has already revised the bills from January-2021 to January-2022 as per consumption recorded in meter No." LW569637" & Rs.110.25/- 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 December-2018 to November-2020 are to be revised by the Opposite Party based on subsequent actual monthly average consumption recorded in meter No." LW569637" .. Further, the inconsistent bills raised from date of power supply to February-2016 need to be reassessed on actual basis as recorded in meter No." 804728", to even out the consumption recorded in the above meter/extend monthly slab benefit to the consumer 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

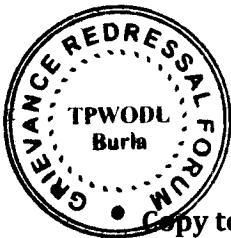


Final Order(GRF Case No. BRL/567/2025)

1. *The Opposite Party is directed to recast the energy bills charged from the date of initial power supply i.e. 09-Sep-2012 to February-2016, on the basis of recasting the total accumulated units of kwh" 2627" as recorded in meter SL. No." 804728", on actual monthly average consumption basis, recorded up to February-2016 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 revise the energy bills charged from December-2018 to November-2020, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW569637", 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

Copy to: - **Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Manglu Bag, At-Jambunali, Po-Tentelabahal, 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)  
 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/567/2025)