

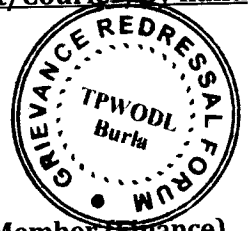
Grievance Redressal Forum

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)/ 58844

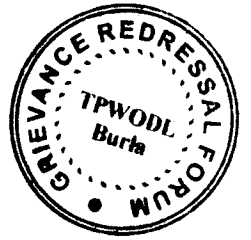
Date: 31/12/25

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

1	Case No.	BRL/568/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bansidhar Patra F/O-Mukteswar Patra At-Talabahali, Po-Tentelbahal, Dist-Deogarh		4141-1503-0054	8658543960
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			

S. K. Dora
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh



Appeared

For the Complainant- Bansidhar Patra
Represented by Mukteswar Patra

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

GRF Case No- BRL/568/2025

Bansidhar Patra
F/O- Mukteswar Patra
At-Talabahali, Po-Tentelbahal,
Dist-Deogarh
Consumer No-4141-1503-0054

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Smt Mukteswar Patra on behalf of Bansidhar Patra 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 March-2009 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 Nov-2002 to Nov-2025, a Physical Verification Report carried out on 30.12.25 & 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 07.08.2000 with meter no "24312" under 'DOM' category with CD-1.00 KW (FG).
2. The bill served to consumer on actual basis up to Nov-2011.
3. It can be observed from the billing ledger that, there is provisional bill not adjusted properly from ec-2002 to July-2004 % from Feb-2009 to Nov-2011 on meter no "24312".
4. Then provisional/average bill served to consumer from Dec-2011 to Sept-2019.
5. The Meter No "LW421909" was installed on Dt.23.10.2019 with IMR=1 (FG). Then onwards the 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 Nov-2011 consumption recorded in meter no "24312" & the average billing from Nov-2014 to oct-2016 may be revised by taking six-month average consumption recorded in meter no "LW421909".


President
Grievance Redressal Forum
TPWODL, Burla - 768017

OBSERVATION

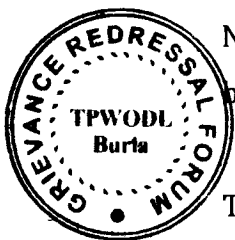
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1503-0054, having CD-1.00 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 07.08.2000. 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 first energy bill charged in Oct/Nov-2002 on provisional basis with initial meter No." 24312" installed at site.
2. It was observed that provisional bills charged from Nov-2002 to May-2004 & from February-2009 to September-2011 were not auto-adjusted properly in subsequent billing months as per actual consumption recorded in meter No."24312".
3. That, Oct/November-2011 bill charged on actual basis with "801" units, considering the current reading of kwh" 3642", as recorded in above mentioned meter.
4. It was further observed that provisional/average bills were raised subsequently from December-2011 to September-2019 @24 units/100 units/110 units/144 units/108 units on bi-monthly basis from time to time.
5. That, a new meter bearing SL.No." LW421909" was installed on 23-Oct-, replacing the old defective meter No." 24312" & actual bills continued to charge thereafter.
6. The Physical Verification Report dtd. 30.12.2025 indicated that existing meter has been found in running condition with advanced meter reading of kwh"0003787" recorded.
7. It was noticed that the Opposite Party has already revised the bills from August-2025 to November-2025 as per consumption recorded in meter No." LW421909" & Rs.27.16/- 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." LW421909". Further, the inconsistent bills raised from date of power supply to November-2011 need to be recasted on actual monthly average basis as per consumption recorded in meter No." 24312", to even out the consumption recorded in the above meter in order to extend monthly slab benefit to the consumer accordingly

ORDER

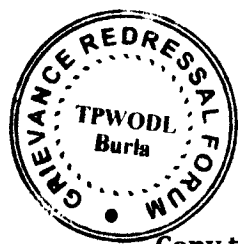
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019



1. The Opposite Party is directed to recast the energy bills charged from the date of initial power supply i.e. 07-Aug-2000 to November-2011, on the basis of recasting the total accumulated units of kwh" 3642" as recorded in meter SL. No." 24312", on actual monthly average consumption basis, recorded up to November-2011 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 October-2017 to September-2019, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW421909", 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

Copy to: - **TPWODL, Burla - 768017**


Ranjan Kumar Naik
 (President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Bansidhar Patra, F/O- Mukteswar Patra, At-Talabahali, Po-Tentelbahal, 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/568/2025)