

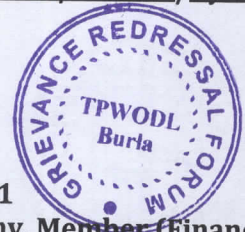
Grievance Redressal Forum

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/JED/ (Final Order)/101(4)

Date: 16.03.2026

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/100/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ashok Deep C/o-Indumati Deep At/Po-Ekatali, Dist-Jharsuguda.	4131-2203-0574		
3	Respondent/s	S.D.O (Elect)-I, Jharsuguda, TPWODL	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	21.02.2026			
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	21.02.2026			
9	Date of Order				
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



President
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TPWODL, Burla - 768017

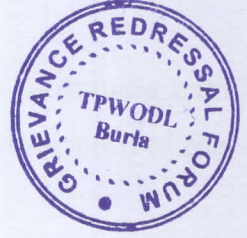
Place of Camp: SDO-I Office, TPWODL ,Jharsuguda

Appeared

For the Complainant- Ashok Deep

Represented by Indumati Deep

For the Respondent - SDO(Elect.)-I, Jharsuguda,TPWODL.



GRF Case No- BRL/100/2026

Ashok Deep

C/o-Indumati Deep

At/Po- Ekatali,

Dist-Jharsuguda

Consumer No-4131-2203-0574

COMPLAINANT

VRS

SDO(Elect.)-I, Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt. Indumati Deep on behalf of Ashok Deep appeared in the Camp Court hearing held at SDO-I Office, Jharsuguda on Dt. 21.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal energy bills charged previously but, failed to submit the period & 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 has not submitted any relevant documents in this case.

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 4131-2203-0574, having CD-2KW under LT-Domestic category & initial power supply effected on 24.10.2009. 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 licensees available soft records (FG & Samadhan App) that provisional bills were charged in most of the period till Nov-2012, except some actual bills raised intermittently, considering the advanced meter readings recorded in meter SL.No." 8028676".
- 2) It was noticed that provisional & average bills charged continuously from Jan-2013 to Oct-2018, after which a new meter SL.No." LW073006" was installed on 03-Oct-2018, replacing the old meter No." 8028676".

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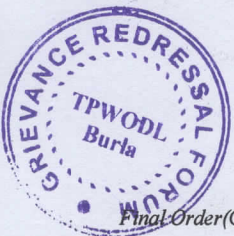
- 3) The billing database revealed that the above mentioned meter has been continuing with last actual reading of kwh" 10038", recorded upto Oct-2025 billing. It was further noticed that the supply has been disconnected since 18-Oct-2025.
- 4) The Opposite Party failed to submit the relevant documents/records, even after giving sufficient reasonable time to furnish & is perceived to have nothing to submit in support of their views to the case. The case is decided based on the available documents, records & merit of the case.

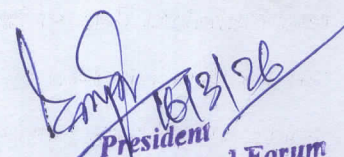
The Forum on scrutinizing the records, reports available on record construed that the accumulated consumption of "1000" units recorded upto Dec-2012 billing are to be recasted on actual monthly average basis, recorded in meter SL.No." 8028676", from the date/month of installation of the same. Further, the provisional/average bills charged limited upto & including two years prior to installation of meter SL.No." LW073006" (meter installed on 03-Oct-2018), to redress the grievances in an efficacious manner.

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 installation of meter No." 8028676" till October-2012 billing, on actual monthly average basis, considering initial reading as on the date/month of installation of the same and final reading as kwh" 1000" as in October-2012 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 limited upto & including two years prior to installation of meter SL.No." LW073006" (meter installed on 03-Oct-2018), on the basis of succeeding twelve months actual monthly average consumption recorded in above mentioned meter, 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, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.*




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Grievance Redressal Forum
TPWODL, Burla - 768017

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 April 2026) from the date of issue of this order.



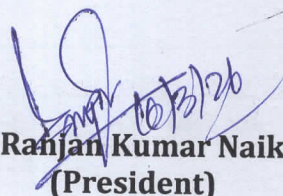
S.K Dora
(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017



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. Ashok Deep, C/o-Indumati Deep, At/Po- Ekatali, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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/100/2026)

