

**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)/ 181(C4)

Date: 23.04.26

Present:

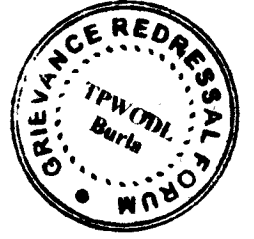
**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/143/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narayan Hembram C/o- Jhingi Munda At - Rabankucha Po/Ps-Kelda, Barkote, Dist-Deogarh		4141-1105-0706	7750965901
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	10.03.2026			
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	10.03.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Office of Camp: ESO Office, Barkote, TPWODL, Deogarh



Appeared

For the Complainant- Narayan Hembram
Represented by Jhingi Munda

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

GRF Case No- BRL/143/2026

Narayan Hembram
C/o- Jhingi Munda
At - Rabankucha
Po/Ps-Kelda, Barkote,
Dist-Deogarh
Consumer No-4141-1105-0706

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt. Jhingi Munda on behalf of Narayan Hembram appeared in the Camp Court hearing held at ESO Office, Barkote on 10.03.2026. 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 submit billing abstract from Sep'2018 to Feb'2026, a Physical Verification Report carried out on 04.04.2026 & written statement on 04.04.2026 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 09.06.2018 under 'DOM' category with CD-1 KW (FG).
2. The bill served to consumer on average basis up to Oct'2022.
3. The Meter No "300063922" was installed on Dt.24.11.2022 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
4. The opposite party suggested that, the average billing from Nov'2020 to Oct'2022 may be revised by taking six month average consumption recorded in meter no."300063922".

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 4141-1105-0706, having CD- 1 KW under LT-Domestic category, coming under ESO-

Barkote & initial power supply effected on 09.06.2018. 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 1st energy bill raised in Sept-2018 with initial meter installed bearing SL.No."WLT118430".However, provisional/average bills continuously charged from Sept-2018 to Jan-2023 billing.
- 2) It was revealed that a new meter SL.No." 300063922" was installed on 24-Nov-2022, replacing the old meter No."WLT118430".
- 3) The average bill charged from 24-11-2022 to 22-02-2023 were already revised by the Opposite Party & Rs. 949.49/- was deducted from consumer account on 03-03-2023.
- 4) The Physical Verification Report dtd. 04.04.2026 indicated that the existing meter having SL.No." 300063922" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000391".

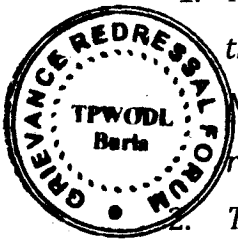
The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from Nov-2020 to Oct-2022 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." 300063922" installed, 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 revise the energy bills charged from Nov-2020 to Oct-2022, on the basis of succeeding six months actual monthly average consumption recorded in meter SL.No." 300063922", 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.*
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.*

In terms of the above, the case is disposed of.



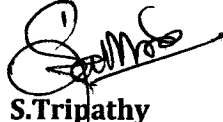
[Signature]
President

Grievance Redressal Forum
TPWODL, Burla - 768017

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of May-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. Narayan Hembram, C/o- Jhingi Munda, At – Rabankucha, Po/Ps-Kelda, Barkote, 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/143/2026)

