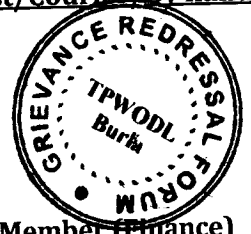


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 236(4)

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/144/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bansidhar Kisan C/o- Panchali Kisan At - Kisan sahi, Po/Ps-Rambhe,Barkote, Dist-Deogarh	4141-1174-1635	8114703258	
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			

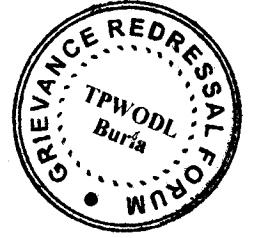
Grievance Redressal Forum
 TPWODL, Burla - 768017

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

Appeared

For the Complainant- Bansidhar Kisan
Represented by Panchali Kisan

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



GRF Case No- BRL/144/2026

Bansidhar Kisan
C/o- Panchali Kisan
At - Kisan sahi,
Po/Ps-Rambhe, Barkote,
Dist-Deogarh
Consumer No-4141-1174-1635

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt. Panchali Kisan, C/o- Bansidhar Kisan 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 May'2013 to Feb'2026, a Physical Verification Report carried out on 03.04.2026 & 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 01.10.2011 with meter no "WESCO9112565" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on average basis up to Sep'2018.
3. The Meter No "LW060178" was installed on Dt.25.09.2018 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis upto Apr'2025.
4. The Meter No "TWST15050015" was installed on Dt.22.05.2025 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that, the average billing from Oct'2016 to Sep'2018 may be revised by taking six month average consumption recorded in meter no."LW060178".

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 4141-1174-1635, having CD- 0.03 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 01.10.2011. 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 licensees available soft records (FG & Samadhan App) that 1st energy bill raised in May-2013 with initial meter installed bearing SL.No." WESCO9112565". However, provisional/average bills continuously charged from May-2013 to Sept-2018 billing.
- 2) It was revealed that a new meter SL.No." LW060178" was installed on 25-Sep-2018, replacing the old meter No." WESCO9112565".
- 3) The energy bills charged from 25-09-2018 to 15-01-2022 were already revised by the Opposite Party & Rs.16.67/- was deducted from consumer account on 14-03-2022.


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 Oct-2016 to Sept-2018 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW060178" installed, to redress the grievances in an efficacious manner.

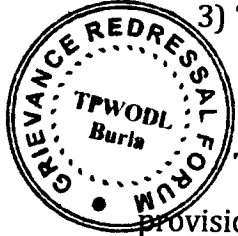
ORDER

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 Oct-2016 to Sept-2018, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW060178", 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.*

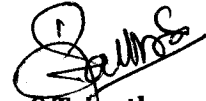
In terms of the above, the case is disposed of.



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. Bansidhar Kisan, C/o-Panchali Kisan, At-Kisan sahi, Po/Ps-Rambhe, 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/144/2026)

