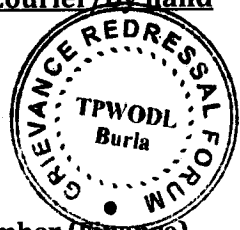


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 175(4)

Date: 23-04-26

**Present:**

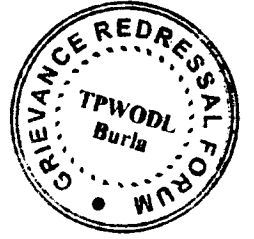
Sri Ranjan Kumar Naik, President  
Sri S.K Dora (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/145/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Satyanarayan Sahu C/o-Panchanan Sahu At - Balita, Po/Ps-Barkote, Dist-Deogarh-768110	4141-1101-0608	9078361411	
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**

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



**Appeared**

**For the Complainant-** Satyanarayn Sahu  
Represented by Panchanan Sahu

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

**GRF Case No- BRL/145/2026**

Satyanarayan Sahu  
C/o-Panchanan Sahu  
At - Balita,  
Po/Ps-Barkote,  
Dist-Deogarh-768110  
Consumer No-4141-1101-0608

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Panchanan Sahu on behalf of Satyanarayan Sahu 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 from Dec-2016 to Jan-2017.
- 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'2009 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 10.04.2009 with meter no "914901" under 'DOM' category with CD-4.5 KW (FG).
2. The bill served to consumer on actual basis up to Mar'2013 on meter no "914901".
3. There is PL and average bill served from Apr'2013 to Jan'2014.
4. The meter no."LW060178" was installed on dt.08.03.2014 with IMR=0 and the electricity bill served to consumer on actual basis upto Sep'2015.
5. Then PL and average bill served from Oct'2015 to Jan'2017.
6. The meter no."WUV28381" was installed on dt.27.01.2017 with IMR=0 and the electricity bill served to consumer on actual basis upto Apr'2025.
7. The Meter No "TWST15052123" was installed on Dt.24.05.2025 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.

President

8. In course of admission hearing on d.10.03.2026, the complainant put forth, his side by saying that," there is abnormal high unit bill charged on defective meter from Dec'2016 to Jan'2017.
9. The opposite party suggested that, the average billing from Oct'2015 to Jan'2017 may be revised by taking six month average consumption recorded in meter no."WUV28381".

### OBSERVATION

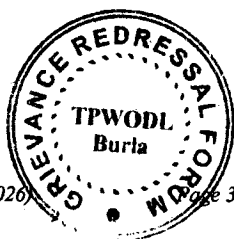
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1101-0608, having CD- 4.50 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 10.04.2009. 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 1<sup>st</sup> energy bill raised in May-2009 with initial meter installed bearing SL.No." 914901".
- 2) It was revealed that a new meter SL.No." 8145861" was installed & updated in billing during Feb/Mar-14, replacing the old meter No." 914901".
- 3) Provisional/average bills continuously charged from Oct-2015 to Dec-2016. However, Jan-16 bill charged on actual basis with" 622" units even though current reading of kwh"000060" was recorded.
- 4) That, another new meter No." WUV28381" was installed & updated in billing during Jan-2017. Actual bills continued to charge upto Apr-2025, after which another meter No." TWST15052123" was installed on 24-May-2025, replacing the old meter No." WUV28381".
- 5) The Physical Verification Report dtd. 04.04.2026 indicated that the existing meter having SL.No." TWST15052123" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"001984".

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.-2015 to Jan.-2017 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." WUV28381" 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



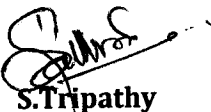
President  
Grievance Redressal Forum  
TPWODL, Burla - 756017

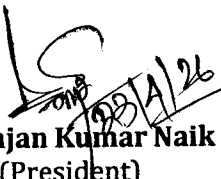
1. *The Opposite Party is directed to revise the energy bills charged from Oct.-2015 to Jan.-2017, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." WUV28381", from the date/month of installation of the same, duly adjusting the bill revision made earlier 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.*

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 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. Satyanarayan Sahu, C/o-Panchanan Sahu, At - Balita, Po/Ps-Barkote, Dist-Deogarh-768110.
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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/145/2026)

