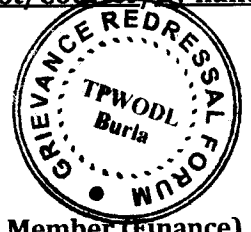


**Grievance Redressal Forum
TPWODL, BURLA**

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)



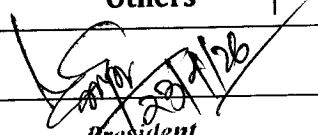
Ref: GRF/Burla/Div/DED/ (Final Order)/ 242(4)

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/147/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Purna Ch. Dhal C/o-Goutam Bihari Dhal At/Po-Dantaribahal Ps-Barkote, Dist-Deogarh		4141-1122-0012	9777108701
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			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

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



Appeared

For the Complainant- Purna Ch. Dhal

Represented by Goutam Bihari Dhal

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

GRF Case No- BRL/147/2026

Purna Ch. Dhal

C/o-Goutam Bihari Dhal

At/Po-Dantaribahal

Ps-Barkote,

Dist-Deogarh

Consumer No-4141-1122-0012

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Goutam Bihari Dhal on behalf of Purna Ch. Dhal 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:

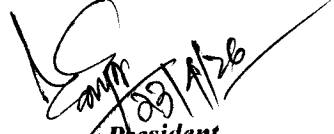
1. The complainant filed the petition regarding abnormal energy bills charged previously due to defect of the old meter but, failed to submit the period & nature of dispute. The complainant also mentioned about wrong penalty imposed on him during the meter defective period.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Mar-2001 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.

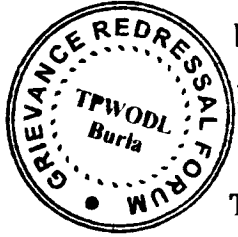
1. As per billing data the bill served to consumer on actual basis from Feb'2001 to Jul'2013 with meter no."WESCO280235".
2. The bill served to consumer on average basis from Aug'2013 to Nov'2019.
3. The meter no."LW319318" was installed on dt.16.12.2019 with IMR=1(FG) and then onwards the electricity bill served to consumer on actual basis.
4. As per Enforcement team, inspection on dtd. 30.12.2019 vide inspection report no."1321964", there is enforcement final amount of Rs 50000/- charged to consumer account during the billing month of Dec'2019 to Jan'2020.


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 4141-1122-0012, having CD-5.50 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 01.01.1990. 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/average bills continuously charged from Aug-2013 to Nov-2019 billing.
- 2) It was revealed that a new meter SL.No." LW319318" was installed on 16-Dec-2019 & the same meter has been continuing till as observed from ledger abstract.
- 3) It was revealed that Rs. 50000/- was added to the consumer account in Dec/Jan-2020, due to penal amount imposed, based on the physical inspection carried out on 30.10.2019.
- 4) The provisional/avg. energy bills charged from May-2021 to Sept-2022 were already revised by the Opposite Party & Rs. 5243.27/- was debited(added) to the consumer account on 18-11-2022.

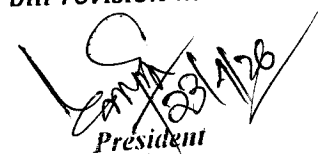


The Forum on scrutinizing the records, reports available on record construed that the defective period bills charged one year prior to date of physical inspection carried out on 30.10.2019, but, limited to two years period i.e. from Dec-2016 to Nov-2018 (penal bill period to be excluded/omitted from the bill revision period) are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW319318" 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 Dec-2016 to Nov-2018, on the basis of actual monthly average consumption recorded in meter SL. No." LW319318", considering initial reading as on the date of installation of the same and final reading as kwh"000 726" as in May-2020 billing, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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.

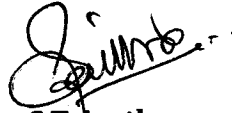
In terms of the above, the case is disposed of.

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. Purna Ch. Dhal, C/o-Goutam Bihari Dhal, At/Po-Dantaribahal, Ps-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/147/2026)

