

**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)/ 2404)

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/148/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Lalaji Sahu At-Saloi, Po-Kadopada, Ps-Barkote, Dist-Deogarh-768110	4141-1105-1116	7605970470	
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- Lalaji Sahu

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

**GRF Case No- BRL/148/2026**

Lalaji Sahu

At-Saloi,

Po-Kadopada, Ps-Barkote,

Dist-Deogarh-768110

Consumer No-4141-1105-1116

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Lalaji 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 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 Jul'2006 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 28.05.2006 with meter no "C53181" under 'DOM' category with CD-1 KW (FG).
2. The bill served to consumer on average basis up to Apr'2013 with meter no "C53181"
3. It can be observed that, in the billing month of Nov-Dec'2011 the meter reader punched CMR as '2267' (less from the previous meter reading i.e 4480 on Oct'2011) which effect total unit rounded up & '7787' units billed & Rs.32474.17/- charged to consumer account.
4. Then provisional and average bill served from May'2013 to May'2019.
5. The Meter No "LW317413" was installed on Dt.19.06.2019 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Apr'2013 considering IMR=0 & FMR=12800 (round complete 2800+10000) consumption recorded in meter no "C53181" & the average billing from Jun'2017 to May'2019 may be revised by taking six-month average consumption recorded in meter no "LW317413".

President

Grievance Redressal Forum  
TPWODL, Burla - 768017




### OBSERVATION

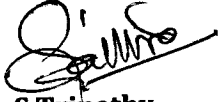
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1105-1116, having CD-0.54 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 28.05.2006. 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 Dec-2011 energy bill raised with "7787" units in a single month, considering initial reading of kwh" 4480" & current reading of kwh" 2267" recorded in meter SL.No." C53181", thereby counting the consumption as meter once rounded. The meter readings were then advanced upto kwh" 2900", recorded in April-2013 billing. Average bills were charged thereafter from May-2013 to July-2019.
2. It was revealed that a new meter SL.No." LW317413" was installed on 19-Jun-2019, replacing the old meter No." C53181".
3. It was observed from records that recast of readings were effected in billing from May-2006 to Dec-2011 & average bills charged from Aug-2017 to July-2019 have been already revised by the Opposite Party with Rs.13276.75 and Rs.4373.90/- deducted (credited back to) from the consumer account respectively on 29-03-2026.
4. The Physical Verification Report dtd. 03.04.2026 indicated that the existing meter having SL.No." LW317413" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000412".

The Forum on scrutinizing the records, reports available on record construed that grievances have been already addressed by the Opposite Party & necessary rectification have already been done in billing as mentioned supra. Hence, there is no further scope for revision of bills. The instant case is hereby rejected devoid of any merit.

*The case is disposed of accordingly.*

  
**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. Lalaji Sahu, At-Saloi, Po-Kadopada, 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/148/2026)