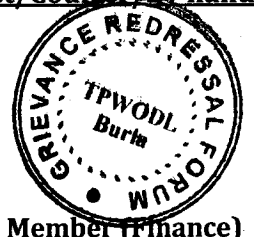


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 23504

Date: 23.04.26

Present:

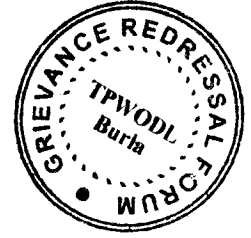
**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/152/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Adikanda Behera C/o-Tikichandan Behera At/Po-Purunagarh(Rath sahi) Dist-Deogarh	4141-1413-0086	9078116343	
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, Deogarh



Appeared

For the Complainant- Adikanda Behera
Represented by Tikichandan Behera

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

GRF Case No- BRL/152/2026

Adikanda Behera
C/o- Tikichandan Behera
At/Po-Purunagarh(Rath sahi)
Dist-Deogarh
Consumer No-4141-1403-0879

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Tikichandan Behera on behalf of Adikanda Behera appeared in the Camp Court hearing held at ESO Office, Deogarh 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 Feb-2001 to Feb-2026, a Physical Verification Report carried out on 07.04.26 & written statement on 07.04.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data there is abnormal & average bill served to consumer from Feb'2001 to Apr'2004.
2. The Meter No "1863070" was installed during May-Jun'2004 and then onwards the electricity bill served to consumer on actual basis upto Oct'2006.
3. There is average bill served from Nov'2006 to Sep'2009 & then actual bill served from Oct'2009 to Nov'2010.
4. The Meter No "8004247" was installed during Dec'2010 and then electricity bill served to consumer on actual basis upto Jun'2011.
5. Then PL/Average bill served to consumer from Jun'2011 to Dec'2018.
6. The Meter No "LW088403" was installed on dt.10.12.2018 with IMR=1(FG) and then the electricity bill served to consumer on actual basis upto Mar'2021.
7. There is PL bill served to consumer from Apr'2021 to Apr'2024.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

8. The Meter No "TWST1757052" was installed on dt.29.04.2024 with IMR=0(FG) and then electricity bill served to consumer on actual basis.
9. The opposite party suggested that, the average billing from May'2001 to Apr'2003, Oct'2007 to Sep'2009, Dec'2016 to Nov'2018 & Apr'2021 to Jul'2022 may be revised by taking six month average consumption recorded in meter no."1863070,8004247,LW088403, TWST1757052".

OBSERVATION

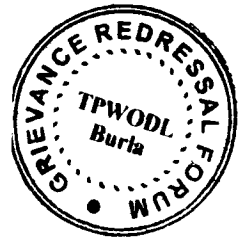
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1413-0086, having CD-3KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected 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 July-2011 to Dec-2018 billing on different units from time to time.
- 2) It was revealed that a new meter SL.No." LW088403" was installed on 10-Dec-2018, replacing the old meter No." 8004247". The provisional bills charged subsequently from Mar-2021 to April-2024 have been revised by the Opposite Party with debit sundry(addition) of Rs.11728.66/-, based on bill revision assessment done as per consumption recorded in subsequent meter No." TWST1757052", installed on 29-Apr-2024.
- 3) The Physical Verification Report dtd. 07.04.2026 indicated that the existing meter having SL.No." TWST1757052" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"002923".

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 January-2017 to December-2018 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW088403" 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

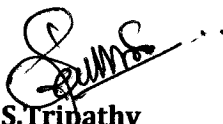



1. The Opposite Party is directed to revise the energy bills charged from January-2017 to December-2018, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW088403", from the date/month of installation of the same, duly adjusting the bill revision made 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.

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. Adikanda Behera, C/o- Tikichandan Behera, At/Po-Purunagarh(Rath sahi), 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/152/2026)

