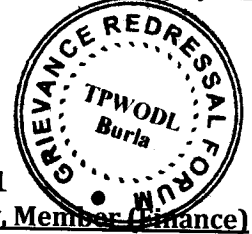


Grievance Redressal Forum
TPWODL, BURLA

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)/ 238(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/157/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Suktu Bhoi At-Nuabhuin, Po-Tainsar, Ps/Dist-Deogarh		4141-1539-0299	
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	11.03.2026			
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	11.03.2026			
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

Place of Camp: ESO Office, Tileibani, Deogarh



Appeared

For the Complainant- Suktu Bhoi

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

GRF Case No- BRL/157/2026

Suktu Bhoi

At-Nuabhuin,

Po-Tainsar,

Ps/Dist-Deogarh

Consumer No-4141-1539-0299

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Suktu Bhoi appeared in the Camp Court hearing held at ESO Office, Tileibani on 11.03.2026. The complainant submitted during course of hearing in brief as follows:


1. The complainant filed the petition regarding abnormal energy bill charged previously during Dec/Jan-2016 due to defect in meter.
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 Aug-2011 to Feb-2026, a Physical Verification Report carried out on 13.03.2026 & 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 05.07.2011 with meter no "820101" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Sep'2015 on meter no "820101".
3. It can be observed that, in the billing month of Dec-Jan'2016 the meter reader punched CMR as '60' (less from the previous meter reading i.e 1785 on Sep'2015) which effect total unit rounded up & '8275' units billed & Rs.46238.80/- charged to consumer account.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading" or "round complete".
5. Then provisional and Average bill served to consumer from Feb'2016 to Sep'2018.
6. The Meter No "LW062976" was installed on Dt.20.10.2018 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis.
7. The P/s was disconnected due to the non-payment of electricity dues from dtd.17.03.2025 & reconnected on dtd. 02.09.2025(FG).


Resident
Grievance Redressal Forum
TPWODL, Burla - 768017

8. The opposite party suggested that, the PL & abnormal billing from Oct'2015 to Sep'2017 may be revised by taking six-month average consumption recorded in meter no."LW062976".

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 4141-1539-0299, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 05.07.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

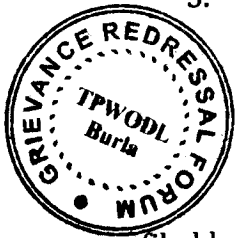
1. On examining the case in detail & as per complaint filed, the Forum observed from the licensees available soft records (FG & Samadhan App) that Dec/Jan.-2016 bill abnormally charged on actual basis with "8275" units in a single month, considering initial reading of kwh" 1785", recorded in meter SLNo." 820101" and current reading of kwh"0000 60" recorded for the month, counting the consumption as meter "once rounded". Thereafter, provisional/average bills were charged till Oct-2018, as no advancement of readings were recorded for billing.
2. It was revealed that a new meter SL.No." LW062976" was installed on 20-Oct-2018, replacing the old meter No." 820101". It was observed that the energy bills charged from oct-2018 to Nov-2022 were revised by the Opposite Party & Rs.990.14/- was deducted from consumer account on 03-01-2023.
3. The Physical Verification Report dtd. 13.03.2026 indicated that the existing meter having SL.No." LW062976" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"002773".

The Forum on scrutinizing the records, reports available on record & as per specific complaint filed by the complainant, construed that the abnormal bill charged particularly in Dec/Jan.-2016 is to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW062976" 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 bill charged in December/January-2016, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW062976", 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.*

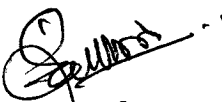



2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.
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. Suktu Bhoi, At-Nuabhain, Po-Tainsar, Ps/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/157/2026)

