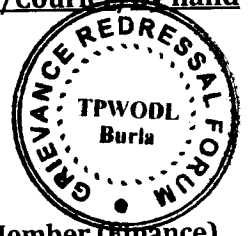


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 241 (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/158/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bandhu bag At-Kaliakhamar, Po-Dholpada,Ps-Reamal, Dist-Deogarh	4141-1529-0200	9439850334	
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- Bandhu Bag

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

GRF Case No- BRL/158/2026

Bandhu Bag

COMPLAINANT

At-Kaliakhmar

Po-Dholpada, Ps-Reamal,

Dist-Deogarh

Consumer No-4141-1529-0200

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Bandhu Bag 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 from Nov-2014 to Dec-16 & from May-17 to Oct-18.
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 Oct'2014 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 18.12.2012 with meter no "806029" under 'DOM' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Apr'2017 on meter no "806029"
3. It can be observed that, (i) the provisional bill for Jan-Feb'2015 did not adjusted in next actual billing Mar-Apr'2015, (ii) in the billing month of Sep-Oct'2016 the meter reader punched CMR as "0", (Less from previous meter reading), which effect total unit rounded up and 7320 units billed & Rs 40820.48/- charged to consumer account, (iii) Also abnormal bill served for Nov-Dec'2016 and Rs 14839.20/- charged to consumer.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading".
5. The Average bill served to consumer from May'2017 to Oct'2018.
6. The Meter No "LW046472" was installed on Dt.29.10.2018 with IMR=1 (FG) and then electricity bill served to consumer on actual basis up to Jul'2023.

President

Grievance Redressal Forum
TPWODL, Burla - 768017

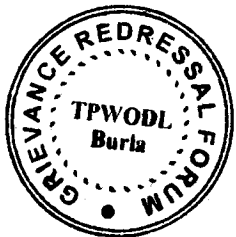
7. The P/s was disconnected due to the non-payment of electricity dues from 28.07.2023 & reconnected on 06.03.2025(FG).
8. The meter no."TWNX504017" was installed on 07.03.2025 with IMR=0(FG) and then the electricity bill served to consumer on actual basis upto Mar'2025 & then average bill served to consumer from Apr'2025 to May'2025.
9. The meter no."TWST15048018" was installed on 05.06.2025 with IMR=0(FG) and then onwards the electricity bill served to consumer on actual basis.
10. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Dec'2016 considering the consumption recorded in meter no."806029". The average billing from May'2017 to Oct'2018 may be revised by taking six-month average consumption recorded in meter no "LW046472" and also the average billing from Apr'2025 to May'2025 may be revised by taking six-month average consumption recorded in meter no."TWST15048018".

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 4141-1529-0200, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 18.12.2012. 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 Sept/Oct-2016 bill abnormally charged on actual basis with "7320" units in a single month, considering initial reading of kwh" 2680" ,recorded in meter SLNo." 806029" but, with no current reading recorded for the month, counting the consumption as meter "once rounded". Nov/Dec-2016 bill charged on actual basis with "2700", taking the current reading of kwh"2700", from the initial reading of "zero". Thereafter, average bills were charged from May/June-2017 bi-monthly billing till Sept/Oct-2018 @ "2144" units on bi-monthly basis.
- 2) It was revealed that a new meter SL.No." LW046472" was installed on 29-Oct-2018, replacing the old meter No." 806029".

The Forum on scrutinizing the records, reports available on record & as per specific complaint filed by the complainant, construed that the energy bills charged from July-2016 to Dec-2016 are to be revised as per actual consumption recorded in meter No."806029"and bills from May/June-2017 to Sept/Oct-2018 are to be to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW046472" installed, to redress the grievances in an efficacious manner.



[Handwritten Signature]
Grievance Redressal Forum
TPWODL, Burla


ORDER

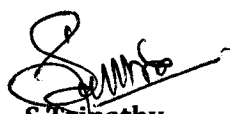
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. *The Opposite Party is directed to revise the energy bills charged from July-2016 to Dec-2016, on the basis of actual monthly average consumption recorded in meter SL. No." 806029", considering initial reading of kwh"002680" as in July-2016 & final reading of kwh"002700" as in Dec-2016 billing, 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 revise the energy bills charged from May/June-2017 to Sept/Oct-2018, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW046472", 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.*
3. *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.*
4. *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


Rajan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Bandhu Bag, At-Kaliakhamar, Po-Dholpada, Ps-Reamal, 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:Bhoingar, 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/158/2026)