

**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/SED/ (Final Order)/ 180(y)

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/168/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sasanka Sekhar Nanda C/O-Sanat Nanda Balunkeswat Temple Lane, Nandapada Dist-Sambalpur		4116-2113-0015	9437563421
3	Respondent/s	S.D.O (Elect), Khetrajpur			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	13.03.2026			
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	13.03.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

23/04/26  
 President

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Place of Camp: SDO Office, Khetraipur



**Appeared**

**For the Complainant-** Sasanka Sekhar Nanda  
Represented by Sanat Nanda

**For the Respondent -** SDO(Electrical),Khetraipur, TPWODL.

**GRF Case No- BRL/168/2026**

Sasanka Sekhar Nanda  
C/O- Sanat Nanda  
Balunkeswat Temple Lane, Nandapada  
Dist-Sambalpur  
Consumer No-4116-2113-0015  
**VRS**  
SDO(Electrical),Khetraipur, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Sanat Nanda on behalf of Sasanka Sekhar Nanda appeared in the hearing on Dt. 13.03.2026 at the camp held at SDO Office, Khetraipur. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition disputed about abnormal energy bill charged previously in April-2025 that led to accumulation of arrear amount and due to which no payment was made from May-2025 to Dec-2025. The complainant further submitted that a new meter was installed on 06.01.2026 after which payments were made.
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 Apr-2011 to Feb-2026, a Physical Verification Report carried out on 20.03.26, Calculation sheet of monthly average consumption & written statement in this case. In reply to the case the opposite party submitted the following facts:

1. The complainant has raised his complain regarding abnormal billing from April-2025 to Dec-2025 & requested for its rectification.
2. The previous energy meter "WESCO156491" was a mechanical meter. It was a 4-digit meter. As per meter photo the CMR as on 20.12.2025 was '6272' units. Though the meter was 4 digit one the meter has served billed from Sept-2022 to May-2025 as 5 digits reading. It seems that the meter has taken a round after reaching '9999' KWh. It has taken a round after billing in July-2022 ('9745' Kwh) and it has not reset again from '0' unit due to mechanical meter. So, the meter reader has intentionally served this type of bill to generate actual bill.

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3. The new meter bearing SI No "TWSP5135884" was installed on 06.01.2026.
4. In the meter protocol too, it was written that the FMR in old meter was '2966' KWh which is not correct.

### 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 4116-2113-0015, having CD-5.00 KW under LT-Domestic category, coming under ESO-Balibandha & initial power supply effected on 08.01.2000. 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 licensee's available soft records (FG & Samadhan App) that April-2025 bill charged on actual basis with" 1453" units, taking the current reading of kwh" 23026" recorded in met SLNo." WESCO156491". Further, May-2025 bill raised on actual basis with "6640" units, taking the current reading of kwh" 29666", as recorded in above mentioned meter.
2. On analysing the case history, it was observed from records that meter No." WESCO156491" was earlier installed in the premises prior to Feb-2001 & later, replaced with another new meter SLNo." TWSP51358842" on dtd. 06-Jan-2026.
3. The ledger abstract revealed that the old mechanical meter was advanced and subsequently completed one cycle having 4-digit meter, in a number of occasions, viz. in Mar-2005, July-2008, Mar-2012, Mar-2016, Aug-2019, Sept-2022 & Nov-2024 respectively. The photo copy of old meter also confirmed to the fact that the meter was having capacity of recording upto 4-digit consumption.
4. That, Sept-2022 was wrongly charged considering the current advanced reading of kwh" 10470", the consumption of which was to be once rounded again to record actual consumption. Further, bills charged basing upon the advanced consumption recorded upto Oct-24 i.e. kwh" 19999" had to be again rounded once to complete the cycle but, instead charged with considering the advanced reading of kwh" 29666", as recorded upto May-2025 billing. The old meter having 4-digit display as imminent from past records cannot be counted as 5-digit meter subsequently during the entire tenure of such billing. The Opposite Party could not explain the reason behind levying such bills previously & is advised to take necessary caution to exhibit proper quality check before issuing the bills to the consumer henceforth.



  
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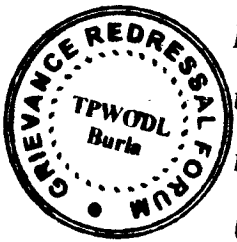
5. The Opposite Party certified on record the old meter last actual reading to be kwh"6272" as on 20.12.2025, having replaced with another new meter bearing SLNo." TWSP51358842" installed on dtd. 06-Jan-2026, thereby withholding the accuracy of old meter final reading as kwh"29666", recorded in last meter change protocol.

The Forum on scrutinizing the records, reports available on record & as per complaint filed by the complainant, construed that the energy bills charged from Sept-2022 to Nov-2025 are to be revised as per actual consumption recorded in old meter No." WESCO156491", evaluating the total consumption to be "16525" units for the above mentioned period (i.e. (9999-9745)=254 units + 9999 units(once rounded units) + 6272 units (another advanced units from Nov-2024 upto 20.12.2025). Further, Dec-2025 average bill is also to be revised as per subsequent meter consumption recorded having meter SL.No." TWSP51358842", 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 Sept-2022 to Nov-2025, on the basis of actual monthly average consumption recorded in old meter SL. No." WESCO156491", to be evaluated by considering the total consumption of "16525" units for the above mentioned period (i.e. (FMR->"9999" in Sept-2022 (-) IMR->"9745" in Aug-2022)=254 units + 9999 units(once rounded/completed cycle units) + 6272 units (further advanced units from Nov-2024 upto 20.12.2025), 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 bill charged in Dec-2025, on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter SL. No." TWSP51358842" 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 petition is disposed of.

**The opposite party is directed to submit the compliance report to this Forum within three months (by the end of July-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**

1. Sasanka Sekhar Nanda, C/O- Sanat Nanda , Balunkeswat Temple Lane, Nandapada Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Khetrajpur, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
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/168/2026)

