



**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)/ 26514)

Date: 29.05.26

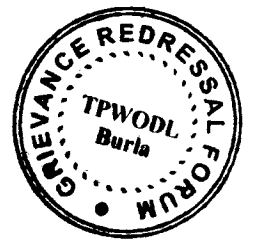
Present:

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

1	Case No.	BRL/231/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Budhram Choudhury At-Chhuriabahal, Po/Ps-Ballam Dist-Deogarh-768108		4141-1452-1029	8327729468
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	22.04.2026			
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	22.04.2026			
9	Date of Order	29.05.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: Division Office, Deogarh, TPWODL



Appeared

For the Complainant- Budharam Choudhury

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

GRF Case No- BRL/231/2026

Budharam Choudhury

At-Chhuriabahal,

Po/Ps-Ballam

Dist-Deogarh-768108

Consumer No-4141-1452-1029

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Budharam Choudhury appeared in the Camp Court hearing held at ESO Office, Parposi, Tileibani on 22.04.2026. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding abnormal energy bill charged previously during April-13 & Feb-16 which has elevated the arrear position & further submitted that the power supply has been disconnected due to huge arrear outstanding.
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-2009 to Jun-2023, a Physical Verification Report carried out on 28.04.2026 & 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 power supply give to consumer premises on 09.07.2009 with meter no."799269" under "DOM" category with CD-0.11KW(FG).
2. The bill served to consumer on actual basis upto Jun'2016 with meter no."799269".
3. It can be observed, in the billing month of Feb'2016 the meter reader punched CMR as '0' (Less from previous meter reading i.e 10800 on Sep'2015) which effect total unit rounded up and 89200 units billed & Rs 519058 charged to consumer account. Also abnormal bill served for Mar-Apr'2013(9433 unit) and Rs 52090.13/- charged to consumer.
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. The meter no."LW164045" was installed on dt.18.04.2019 with IMR=1(FG) and then the electricity bill served to consumer on actual basis upto Mar'2022.

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

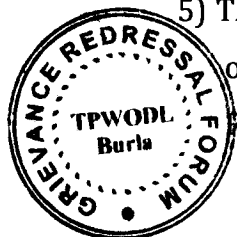
6. The meter no."300006218" was installed on dt.01.05.2022 with IMR=0(FG) and then the electricity bill served to consumer on actual basis upto Nov'2022.
7. The power supply was disconnected due to the non-payment of electricity dues from Dec'2023(FG) to till date.
8. The opposite party suggested that, the revision will be done on the basis of "Recast of reading" from the Date of power supply to May'2016, considering the consumption recorded in meter no."799269".

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 4141-1452-1029, having CD-0.11 KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected on 09.07.2009. 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 1st energy bill raised in Oct-2009 with initial meter installed bearing meter No."799269".
- 2) It was revealed that April-2013 bill was charged abnormally on actual basis with "9433" units, amounting Rs. 52090.13/- or then month, considering initial reading of kwh"1000" & final reading of kwh "10433". The meter readings were then advanced but, Feb-2016 bill charged erratically with "89200" units, amounting Rs. 519058/- for the month, considering the consumption as meter once rounded.
- 3) Subsequently, May-2016 bill charged on actual basis taking the current reading of kwh "10820", as recorded in meter No."799269".
- 4) It was revealed that a new meter SLNo."LW164045" was installed on 18-Apr-2019, replacing the old meter No."799269". The meter readings were then advanced upto March-2022 billing. Another new meter No."300006218" was installed on 01-May-2022, replacing the old meter No."LW164045".
- 5) The ledger abstract revealed that the power has been disconnected since 16-Mar-2023 onwards & presently the supply has been in disconnected state as per Physical Verification Report dtd.28.04.2026.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Date of initial power supply till May-2016 are to be recasted as per actual consumption recorded in meter No."799269", to redress the grievances in an efficacious manner. The complainant is required to approach the Opposite Party regarding reconnection of supply duly observing official formalities.



President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 recast the energy bills charged from date of initial supply i.e. 09-Jul-2009 to May-2016, on the basis of actual monthly average consumption recorded in subsequent meter SL. No." 799269", considering initial reading as on the date of installation of the same meter & final reading as kwh"010820" as on May-2016, 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 Jun-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)

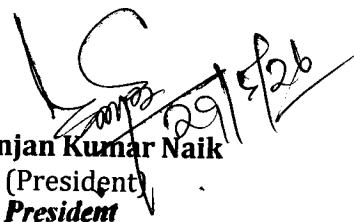
Co-opted Member

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. Budharam Choudhury, At-Chhuriabahal, Po/Ps-Ballam, Dist-Deogarh-768108.
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/231/2026)

