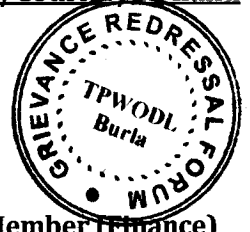


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 257(4)

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/246/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pandab Munda At/Po/Ps-Raital, Jharagogua, Laimura, Dist-Deogarh-768108		4141-1559-0458	
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			

(Signature)
President
Grievance Redressal Forum
TPWODL, Burla - 768017



Place of Camp: ESO Office, Tileibani, TPWODL, Deogarh

Appeared

For the Complainant- Pandab Munda

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

GRF Case No- BRL/246/2026

Pandab Munda

At/Po/Ps-Raital, Jharagogua,

Laimura

Dist-Deogarh-768108

Consumer No-4141-1519-0458

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Pandab Munda 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 from Jan-2019 to Oct-2019 due to arbitrary meter readings punched.
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-2011 to Mar-2026, a Physical Verification Report carried out on 28.04.2026 & written statement on 04.05.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data Power supply given to consumer premises on 29.03.2010 with meter no."811073" under "DOM" category with CD-0.11KW(FG).
2. The bill served to consumer on actual basis upto Aug'2021 with meter no."811073".
3. It can be observed that, in the billing month of Dec-Jan'2019 the meter reader punched CMR as "88"(Less from previous meter reading i.e 3960 on Jul'2018), which effect total unit rounded up and 6128 units billed & Rs 33517.18/- charged to consumer account. Also abnormal bill served for Sep-Oct'2019 (3862) unit and Rs 11844.21/- charged to consumer.
4. Considering 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."WLT240164" was installed on 14.10.2021 with IMR=0(FG) and then onwards the electricity bill served to consumer on actual basis.


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6. The opposite party suggested that, the bill revision will be done on the basis of "Recast of reading" from the Date of power supply to Oct'2019, considering the consumption recorded in meter no."811073".

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 4141-1559-0458, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 29.03.2010. 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) actual bill was charged upto Jul-2018 billing, considering the current reading of kwh" 3960", as recorded in meter bearing meter No." 811073". Provisional bills charged in Sept-18 & Nov-18 bi-monthly billing.
- 2) In Jan-2019 bi-monthly bill abnormally charged on actual basis with "6128" units, amounting Rs. 33517.18/-, considering initial reading as kwh" 3960" & final reading as kwh"000088", thereby evaluating the consumption as meter once rounded. Provisional bills were then charged in June-2019 & Aug-2019 @"686" units bi-monthly. Oct-2019 bill charged on actual basis, taking the current reading of Kwh" 3862", as recorded in above mentioned meter.
- 3) It was revealed that a new meter SLNo." WLT240164" was subsequently installed on 14-Oct-2021, replacing the old meter No." 811073".
- 4) The Physical Verification Report dtd.28.04.2026 indicated that the existing meter SLNo. " WLT240164" has been found defective.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Date of initial power supply till Oct-2019 are to be recasted as per actual consumption recorded in meter No." 811073", 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




President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. The Opposite Party is directed to recast the energy bills charged from date of initial supply i.e. 29-Mar-2010 to Oct-2019, on the basis of actual monthly average consumption recorded in subsequent meter SL. No." 811073", considering initial reading as on the date of installation of the same meter & final reading as kwh" 003862" as on Oct-2019, 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. Pandab Munda, At/Po/Ps-Raital, Jharagoga, Laimura, 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/246/2026)

