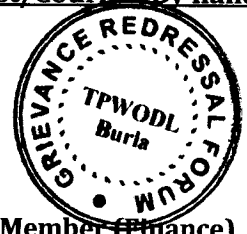


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 25864)

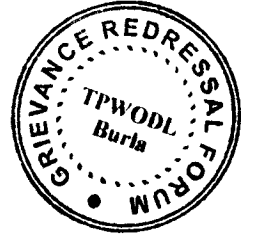
Date: 29.05.26

Present:

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

1	Case No.	BRL/247/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ram Chandra Kumra C/o-Tulasa Kumura At/Po/Ps-Bhaluguha,Laimura, Tileibani. Dist-Deogarh-768108		4141-1519-1669	8917249808																																
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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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: ESO Office, Tileibani, TPWODL, Deogarh

Appeared

For the Complainant- Ram Chandra Kumra

Represented by Smt. Tulasa Kumura

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

GRF Case No- BRL/247/2026

Ram Chandra Kumra

C/o- Smt. Tulasa Kumura

At/Po/Ps-Bhaluguha, Laimura,
Tileibani

Dist-Deogarh-768108

Consumer No-4141-1519-1669

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt. Tulasa Kumura on behalf of Ram Chandra Kumra 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 but, failed to submit the period & nature of dispute.
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 Feb-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 11.05.2010 with meter no."808921" under "DOM" category with CD-0.11KW (FG).
2. The bill served to consumer on actual basis up to Jan'2020 with meter no."808921".
3. There is abnormal bill served to consumer on Jan'2017 to Jul'2017, which has already been revised at this end on 19.05.2025 and Rs 57655.83/- withdrawn and reflected in consumer ledger.
4. It can be observed, in the billing month of Aug-Sep'2018 the meter reader punched CMR as "10" (Less from previous meter reading i.e 3950 on Jul'2018), which effect total unit rounded up and 6060 units billed & Rs 35027.68/- charged to consumer account. Also abnormal bill served for Jan'2020(4430 unit) and Rs 25605.56/- charged to consumer.
5. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of 'suppression of reading' or "round complete".

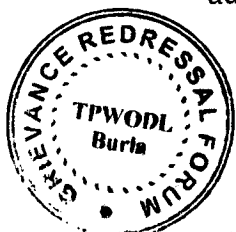

Resident
Grievance Redressal Forum
TPWODL, Burla - 768017

6. The PL bill served to consumer for Feb'2020.
7. The meter no."LW319026" was installed on 05.03.2020 with IMR=1(FG) and then the electricity bill served to consumer on actual basis Aug'2021.
8. Then bill served to consumer on average basis Sep'2021 to Oct'2022.
9. The meter no."TPWODL1131613" was installed on 10.11.2022 with IMR=0(FG) and then onwards the electricity bill served to consumer on actual basis.
10. The opposite party suggested that, the bill revision will be done on the basis of "Recast of reading" from Aug-2018 to Jan'2020, considering the consumption recorded in meter no."808921" and the average billing for Feb'2020 & from Sep'2021 to Oct'2022 may be revised by taking six month average consumption recorded in meter no."TPWODL1131613".

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 4141-1519-1669, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 11.05.2010. 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) that provisional & abnormal bills from May-2010 to Nov-2016 and from Dec-2016 to July-2017 were already revised by the Opposite Party with credit sundry(deduction) of Rs. 57655.83/- and Rs.3148.70/- were adjusted in ledger abstract respectively.
- 2) It was noticed from billing records that abnormal & provisional bills were charged from Aug-18 to Oct-19
- 3) It was revealed that a new meter SLNo." LW319026" was installed on 05-Mar-2020, replacing the old meter No." 808921". Provisional/average bills were then charged from Sept-21 to Oct-2022.
- 4) That, another new meter SL.No." TPWODL1131613" was installed on 10-Nov-2022, replacing the old meter No." LW319026". The average bills charged from Nov-22 to Dec-22 have been already revised by the Opposite Party.
- 5) The Physical Verification Report dtd.28.04.2026 indicated that the existing meter SLNo." TPWODL1131613" has been found in running condition with meter status found "ok" & advanced reading recooded as kwh"002117".




 President
 Grievance Redressal Forum
 TPWODL, Burla - 768014

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Aug-2018 to Jan-2020 are to be revised as per actual consumption recorded in meter No."808921". Again, the energy bills charged from Sept-2021 to Oct-2022 also to be revised based on consumption recorded in subsequent meter No." TPWODL1131613", 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 recast the energy bills charged from Aug-2018 to Jan-2020, on the basis of actual monthly average consumption recorded in subsequent meter SL. No. "808921", considering initial reading of Kwh" 3950" as on Aug-2018 billing & final reading of kwh"4430" as on Jan.-2020, 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 Sept-2021 to Oct-2022, on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter SL. No." TPWODL1131613" 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 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. Ram Chandra Kumra, At/Po/Ps-Bhaluguha, Laimura, Tileibani, 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/247/2026)

