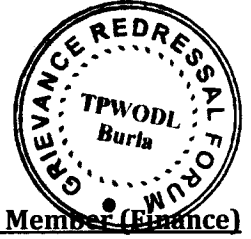


Grievance Redressal Forum

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)/ 259 (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/248/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Brusab Patchi At/Po-Chilanthikhol, Parposi, Tileibani. Dist-Deogarh-768108		4141-1589-0118	9861093236
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			

Member

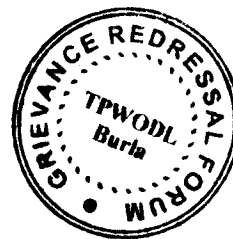
Grievance Redressal Forum
TPWODL, Burla - 768017

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

Appeared

For the Complainant- Brusab Patchi

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



GRF Case No- BRL/248/2026

Brusab Patchi

At/Po-Chilanthikhol, Parposi,
Tileibani

Dist-Deogarh-768108

Consumer No-4141-1589-0118

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Brusab Patchi 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 bills 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 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 28.05.2010 with meter no."808286" under "DOM" category with CD-0.11KW (FG).
2. The bill served to consumer on actual basis upto May'2013 with meter no."808286".
3. The bill served to consumer on average basis from Jun'2013 to Jun'2024.
4. The meter no."TWB115860" was installed on dt.03.03.2024 with IMR=0(FG) and then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that, the average billing from Aug'2019 to Jul'2021 may be revised by taking six months average consumption recorded in meter no."TWB115860".

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 4141-1589-0118, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 28.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

Member

Grievance Redressal Forum
TPWODL, Burla - 768017

- 1) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that actual bills were raised upto May-2013 as per advanced consumption recorded in meter No." 808286".
- 2) Average bills continuously charged thereafter from June-13 to June-2024 on different units from time to time.
- 3) It was revealed that a new meter SL.No." TWB115860" was installed on 03-Mar-2024, replacing the old meter No." 808286".
- 4) The average bill charged from 03-03-2024 to 07-08-2024 were already revised by the Opposite Party & Rs.486.33/- was debited to consumer account on 07-08-2024.
- 5) The Physical Verification Report dtd. 28.04.2026 indicated that the existing meter having SL.No." TWB115860" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000799".

The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) prior to installation of subsequent new meter i.e. from Feb.-2022 to Jan-2024 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." TWB115860" installed, 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 Feb-2022 to Jan-2024, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." TWB115860", 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.
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.

[Signature]
Member

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)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Brusab Patchi, At/Po-Chilanthikhol, Parposi, 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/248/2026)

