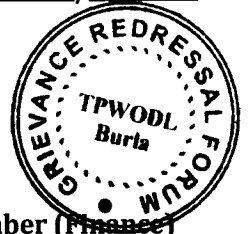


Grievance Redressal Forum

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)/ 260C4)

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/249/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nirius Ekka At/Po-Goila, Jharagoga, Dist-Deogarh-768108		4141-1559-0695	6370164095
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			

Grievance Redressal Forum
TPWODL, Burla - 768017



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

Appeared

For the Complainant- Nirius Ekka

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

COMPLAINANT

GRF Case No- BRL/249/2026

Nirius Ekka

At/Po-Goila, Jharagoga

Dist-Deogarh-768108

Consumer No-4141-1559-0695

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Sri Nirius Ekka 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 Nov-2012 to Apr-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 01.11.2010 with meter no."817166" under "DOM" category with CD-0.11KW (FG).
2. The bill served to consumer on actual basis upto Jul'2018 with meter no."817166".
3. It can be observed, there is abnormal bill served for Dec-Jan'2016 (2851 unit) and Rs 10893.44/- charged to consumer.
4. The bill served to consumer on PL basis from Aug'2018 to Nov'2018.
5. The meter no."LW086888" was installed on dt.23.11.2018 with IMR=1(FG) and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party suggested that, the revision will be done on the basis of "Recast of reading" from the Date of P/s to Mar'2017, considering the consumption recorded in meter no."817166" and the PL billing from Aug'2018 to Nov'2018 may be revised by taking six months average consumption recorded in meter no." LW086888".

President

Grievance Redressal Forum

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 4141-1559-0695, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 01.11.2010. 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 Sept-2014 bills charged on actual basis with "200" units, taking the current reading of Kwh" 800", as recorded in meter No. "817166".
- 2) Provisional bills raised thereafter from Oct-2014 to Nov-2015. Jan-16 bills charged on actual basis with "2851" units, considering the current reading of Kwh" 3651", but, no provisional adjustments were effected in billing as per advanced consumption recorded. Actual bills charged thereafter in Sept-16 & from Jan-17 onwards, except some intermittent provisional bills charged.
- 3) It was noticed from billing records that advanced consumption was recorded for billing upto July-2018, after which Sept-18 & Nov-18 bi-monthly bills were again charged provisionally, that were not adjusted in subsequent billing period.
- 4) It was revealed that a new meter SLNo." LW086888" was installed on 23-Nov-2018, replacing the old meter No." 817166".
- 5) The Physical Verification Report dtd.28.04.2026 indicated that the existing meter SLNo. " LW086888" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"002827".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from date/month of installation of meter No." 817166" to till March-2017 are to be recasted as per actual consumption recorded in above meter, so as to extend monthly slab benefit to the consumer & adjust the provisional bills charged. Again, the provisional bills charged from Aug-2018 to Nov-2018 also to be revised based on consumption recorded in subsequent meter No." LW086888", 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

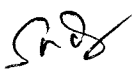



President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. The Opposite Party is directed to recast the energy bills charged from the date/month of installation of meter No." 817166" to till March-2017 billing, on the basis of actual monthly average consumption derived, considering initial reading as on the date/month of installation of the same and final reading as Kwh" 5174" as on March-2017, 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 Aug-2018 to Nov-2018, on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter SL. No." LW086888" 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.

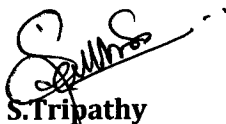
In terms of the above, the case is disposed of.

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.



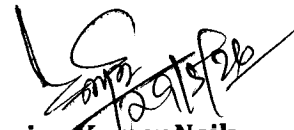
S.K Dora
(Co-Opted Member)

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. Nirius Ekka, At/Po- Goila, Jharagoga, 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/249/2026)

