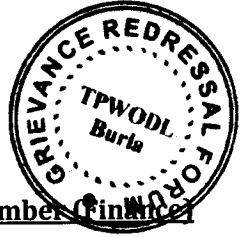


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 26304

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/250/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nuplal Patra C/o-Girish Ch. Patra At/Po-Dimirkuda,Gandam, Dist-Deogarh-768107		4141-1558-0878	6370292681
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			

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



Appeared

For the Complainant- Nuplal Patra

Represented by Girish Ch. Patra

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

GRF Case No- BRL/250/2026

Nuplal Patra

C/o- Girish Ch. Patra

At/Po-Dimirkuda, Gandam

Dist-Deogarh-768107

Consumer No-4141-1558-0878

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Girish Ch. Patra on behalf of Nuplal Patra 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 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 26.08.2010 with meter no."819569" under "DOM" category with CD-0.11KW (FG).
2. The bill served to consumer on actual basis upto May'2015 with meter no."819569".
3. The bill served to consumer on PL/Average basis from Jun'2015 to Sep'2018.
4. The Average bill served from Oct'2016 to Sep'2018, which has already been revised at this end on 29.04.2026 and Rs 9934.34/- withdrawn and reflected in consumer ledger.
5. The meter no."LW059137" was installed on dt.13.11.2018 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 Feb'2019 to Aug'2022, considering the consumption recorded in meter no."LW059137".

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 4141-1558-0878, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 26.08.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President
Grievance Redressal Forum
TPWODL, Burla - 768017

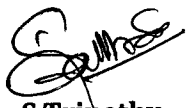
- 1) On examining the case in detail & as per complaint filed, the Forum observed from the licensees available soft records (FG & Samadhan App) that actual bills charged upto May-2015 as per advanced reading recorded in meter No." 819569".
- 2) Provisional/average bills raised thereafter from June-2015 to Nov-2018 @308 units on bi-monthly basis.
- 3) It was revealed that a new meter SLNo." LW059137" was installed on 13-Nov-2018, replacing the old meter No." 819569".
- 4) The Opposite Party has already revised the previous abnormal bills charged from Oct-2016 to Sept-2018 & from Nov-18 to Aug-22 (with recast of readings recorded in meter No." LW059137"), having net credit adjustment of Rs.9,934.34/- & Rs. 7,418.83/- respectively effected billing.
- 5) That, actual bills continued to charge thereafter based on advanced consumption recorded in existing meter having SL.No." LW059137".

The Forum on scrutinizing the records, reports available on record construed that abnormal energy bills charged previously have already been revised by the Opposite Party & resolved accordingly. In the absence of any specific period & nature of complaint filed, the Forum finds no further scope for revision earlier bills whatsoever.

Hence, the instant case hereby rejected, devoid of any merit.

The case is disposed of accordingly.


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. Nuplal Patra, C/o- Girish Ch. Patra, At/Po-Dimirkuda, Gandam, Dist-Deogarh-768107;
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/250/2026)

