

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 60(4)

Date: 26.02.26

**Present:**

**Sri Ranjan Kumar Naik, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/27/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Umarani Pradhan C/O- Tulasi Prasad Pradhan At-Nuagoudsuguda, Po-Bhatsingh, Ps-Barkote, Dist-Deogarh		4140-0103-1865	8018244269
3	Respondent/s	E.E (Elect), DED,Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	20.01.2026			
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	20.01.2026			
9	Date of Order	26.02.26			
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, Barkote

**Appeared**

**For the Complainant-** Umarani Pradhan  
Represented by Tulasi Prasad Pradhan



**For the Respondent -** E.E(Electrical), DED, Deogarh, TPWODL.

**GRF Case No- BRL/27/2026**

Umarani Pradhan  
C/O- Tulasi Prasad Pradhan  
At-Nuagoudsuguda, Po-Bhatsingh, Ps-Barkote,  
Dist-Deogarh  
Consumer No-4140-0103-1865

**COMPLAINANT**

**VRS**

E.E(Electrical), DED, Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Tulasi Prasad Pradhan on behalf of Umarani Pradhan appeared in the hearing on Dt. 20.01.2026 at the camp held at ESO Office, Barkote. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection 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 July-2019 to Dec-2025, a Physical Verification Report carried out on 09.02.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply was released Dt.28.02.2019 for 'Irrigation & Pumping' purpose (CD-2.24 KW) but without meter which lead to average billing since beginning upto March-2022.
2. Then, a new meter bearing sl no "TPU020249" installed in April-2022 which was continuing upto July-2023. Even after installation of meter in March-2022, couple of provisional billings raised upto Oct-2022 but those have been adjusted with subsequent actual bill in Nov-2022.
3. Then, another meter sl no "10044230" came into existence in Aug-2023 which is continuing so far properly with reading '1951' as per PVR on Dt.09.02.2026, last actual billing raised in Dec-2025.
4. The opposite party recommended for bill revision from April-2020 to Mar-2022 by obtaining monthly average consumption taking IMR=0 (meter installed on 02.05.2022) & FMR =501 (Mar-2023)

## 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 4140-0103-1865, having CD-2.24 KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Barkote & initial power supply effected on 28.02.2019. 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, the Forum observed from the licensees available soft records (FG & Samadhan App) that average bills were raised previously from July-2019 to March-2022 @ 144 units/month, as no initial meter was installed in the premises to record the monthly consumption. However, no bill revision was carried out by the Opposite Party Pursuant to such average billing.
2. That, a new meter bearing SL.No." TPU020249" was installed on 02-May-2022 but provisional bills continued to charge till Oct-2022 that were auto-adjusted in subsequent billing month. Then, meter readings were advanced till July-2023 billing, after which another new meter having SL.No." 10044230" was installed on 06-Sep-2023, replacing the old meter No." TPU020249".
3. The Physical Verification Report dtd. 09.02.2026 indicated that existing meter has been found in running condition with advanced meter reading recorded as kwh"0001951".

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited upto and including two years prior to installation of meter SL. No." TPU020249" (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. April-2020 to March-2022 are to be revised by the Opposite Party based on succeeding twelve months actual monthly average consumption recorded in subsequent meter No." TPU020249", from the date of installation of the same, to redress the grievances in an efficacious manner.

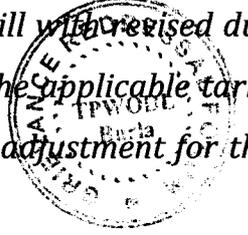
## ORDER

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 April-2020 to March-2022, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." TPU020249", from the date/month of installation of the same meter, 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.



Accordingly, 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 March-2026) from the date of issue of this order.**

  
**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. Umarani Pradhan, C/O- Tulasi Prasad Pradhan, At-Nuagoudsuguda, Po-Bhatsingh, Ps-Barkote, Dist-Deogarh
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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/27/2026)