

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)/ 286(4)

Date: 30.06.26

Present:

Sri Ranjan Kumar Naik, President

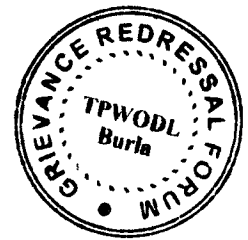
Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/276/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Fagu Naik C/O-Sharat Ch Naik Nutrabahal-II, Kalla, Dist-Deogarh		4140-0103-1718	8117913040																																
3	Respondent/s	E.E (Elect),DED, Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	19.05.2026																																			
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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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	19.05.2026																																			
9	Date of Order	30.06.26																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

(Signature)
President

Grievance Redressal Forum
TPWODL, Burla - 768017



Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Fagu Naik
Represented by Sharat Ch Naik

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

GRF Case No- BRL/276/2026

Fagu Naik

C/O- Sharat Ch Naik

Nutrabahal-II, Kalla,

Dist-Deogarh

Consumer No-4140-0103-1718

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Sharat Ch Naik on behalf of Fagu Naik appeared in the hearing on Dt. 17.05.2026 at the camp held at ESO Office, Barkote. 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-2018 to Apr-2026, a Physical Verification Report carried out on 30.05.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

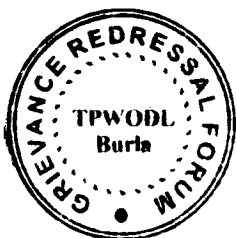
1. The power supply was released on Dt. 20.01.2017 for 'Irrigation & Pumping' purpose (CD- 2.24 kw) but without meter, which lead to billings since beginning upto Feb-2024.
2. Then, a new meter bearing Sl No "TWSC59003554" installed in March-2024 (27.03.2024) which is continuing so far properly with reading '1459' KWh as on PVR Dt. 30.05.2026.
3. The opposite party recommended for bill revision from March-2022 to Feb-2024 by obtaining monthly average from actual consumption recorded in the subsequent meter.


President
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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 4140-0103-1718, having CD-2.24 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 20.01.2017. 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 licensee's available soft records (FG & Samadhan App) that 1st energy bill was charged on average basis in Feb-2018 with "3637" units, as no meter was installed at site to record consumption.
2. Thereafter, average bills continued to charge till Feb-2024 billing on different units from time to time.
3. That, a new meter No. "TWSC59003554" was installed on 27-Mar-2024 & actual bills were raised afterwards.
4. The latest Physical Verification Report dtd.30.05.26 indicated that the existing meter having SL. No. "TWSC59003554" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh "001459".



The Forum on scrutinizing the records, reports available on record construed that the provisional/ average & abnormal 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 new meter i.e. from March-2022 to Feb.-2024 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meters installed bearing serial No." TWSC59003554", so as to redress the grievances in an efficacious manner.

ORDER

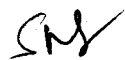
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to revise the energy bills charged from March-2022 to Feb.-2024 on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No. "TWSC59003554", 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.*

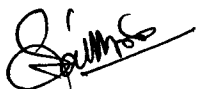
3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

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

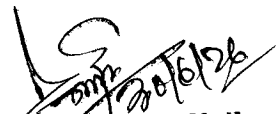
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of July-2026) from the date of issue of this order.



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. Fagu ~~Naik~~, C/O- Sharat Ch Naik, Nutrabahal-II, Kalla, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/276/2026)

