

**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)/ 285(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/277/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Pramila Mahakul At-Gayal Mara, Po-Madhyapur, Dist-Deogarh-768110		4141-1111-0319	8018485874																																
3	Respondent/s	S.D.O (Elect), 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																																			

Ranjan Kumar Naik
 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Pramila Mahakul

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

GRF Case No- BRL/277/2026

Pramila Mahakul

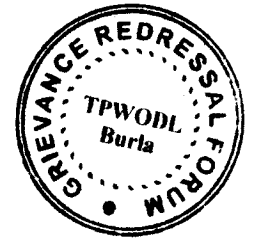
At-Gayal Mara, Po-Madhyapur,

Dist-Deogarh

Consumer No-4141-1111-0319

VRS

SDO(Electrical), Deogarh, TPWODL



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Pramila Mahakul 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 during no usage period but failed to submit the period & credentials to support his claim.
2. To revise the EC bills as per actual meter consumption recorded so as to enable him to pay the electricity dues accordingly.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Nov-2004 to Apr-2026, a Physical Verification Report carried out on 27.05.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the power supply given to consumer premises on 09.10.2004 with meter no "B1982744" under 'DOM' category with CD-2.00 KW (FG).
2. The bill served to consumer on actual basis up to March-2013 on meter no "B1982744".
3. Then Provisional/ Average bill served to consumer from Apr-2007 to Feb-2025.
4. The Meter No "TWST15019880" was installed on Dt.22.03.2025 which is continuing so far properly with CMR=172 as on PVR Dt. 27.05.2026. After installation of new meter, the electricity bills are being served to consumer on actual basis
5. In course of admission hearing on Dt. 19.05.2026, the complainant put forth, his side by saying that, "No one residing since Dt.30.09.2015 and power supply was disconnected & no meter was there". But, the complainant failed to submit the supportive documents to justify her claim.

6. The opposite party recommended for revision of bill from March-2023 to Feb-2025 by taking six-months average consumption after installation of meter no "TWST15019880".

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 4141-1111-0319, having CD-2.00 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 09.10.2004. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

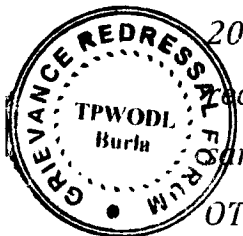
1. On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that actual bills were charged upto Aug-2015 as per advanced consumption recorded in meter No. "B1982744" installed at site.
2. That, provisional/average bills were continuously raised from Sept-2015 to Feb-2025 on different units from time to time.
3. That, another new meter SL. No. "TWST15019880" was installed on 22-Mar-2025, replacing the old defective meter No. "B1982744" & actual bills continued to charge thereafter till last billing.
4. The complainant objected about false bills generated during the non-usage period, but could not provide any details substantiating the claim made. Hence, in the absence of any documentary evidence from either of the parties, necessary order cannot be pronounced to this effect.
5. The Physical Verification Report dtd. 27.05.2026 indicated that the existing meter having SL. No. "TWST15019880" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000172".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Mar-2023 to Feb-2025 are to be revised by the Opposite Party based on actual monthly average consumption recorded in meter No. "TWST15019880" to redress the grievances accordingly.

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 recast the energy bills charged from Mar-2023 to Feb-2025 on the basis of succeeding six months actual monthly average consumption recorded in meter No. "TWST15019880", 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.*



(Signature)
President

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.

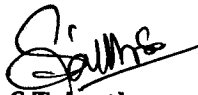


S.K Dora

(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. Pramila Mahakul, At-Gayal Mara, Po-Madhyapur, 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/277/2026)

