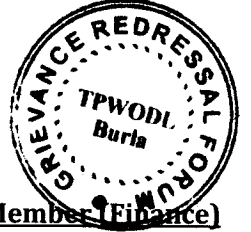


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 28264

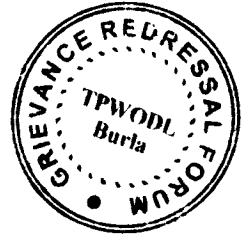
Date: 30.06.26

Present:

**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/278/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Hrushikesh Sahu C/O-Iswari Sahu At/Po-Dandasingha, Dist-Deogarh	4141-1118-0049	7205205312	
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-	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	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			

Place of Camp: ESO Office, Barkote



Appeared

For the Complainant- Hrushikesh Sahu
Represented by Iswari Sahu

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

GRF Case No- BRL/278/2026

Hrushikesh Sahu
C/O- Iswari Sahu
At/Po-Dandasingha,
Dist-Deogarh
Consumer No-4141-1118-0049

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The complaint petition filed in the name of Sri Hrushikesh Sahu, represented by Smt. Iswari Sahu, objected about abnormal energy bills raised due to surge in meter readings recorded for billing. The complainant averred that due to lightning/thunderstorm in his area of residence, such unjust, abnormal & unreasonable energy bills were charged against SC No. 414111180049 and has cast doubt on the accuracy of the existing meter bearing SI No. "306938" but failed to submit the period of dispute raised. The Complainant prayed before the Forum to direct the Opposite Party for an efficacious remedy.

Since the complainant has raised objection to the accuracy of existing meter No" "306938", the Forum in its interim order vide letter No. GRF/Burla/DED/(Interim Order)/251(4) dtd.29.05.2026 directed the Opposite Party to test the meter under the regulatory provisions framed.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the meter test report as directed by the forum in its interim order and submitted that considering the previous billing meter (meter No- "306938") as parallel meter, that was installed in series with the existing billing meter No- "TWSU51112407" and found no anomalies in the test & the accuracy of impugned meter No.- "306938" was within permissible limit. In this context, the Opposite Party submitted the latest Physical Verification Report dtd.22.06.2026 and the meter test report vide letter No161, dtd.23.06.2026.

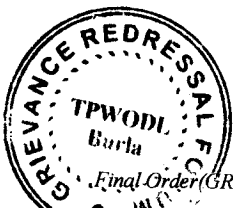
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President

OBSERVATION

The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-414111180049, having CD- 0.68 KW, under LT-Domestic category, under ESO-Barkote, Deogarh. The Forum observed the following facts in relation to the case that are outlined below-

1. That, the old meter SL.No." 306938" was installed & updated in billing during Jan/Feb-2015 and was replaced on 06-Jun-2026 with a new meter No. "TWSU51112407".
2. Since the complainant had raised objection about the efficacy/correctness of the above old meter, the Opposite Party was directed in the interim order dtd to either install a parallel meter, or, the complainant may opt for testing the existing meter available in the premises in an accredited testing laboratory on deposit of testing fees as demanded by the Opposite Party in consonance with Regulation 108(iii), (iv),(v),(vii),(viii) & Regulation-111 of OERC Distribution (Conditions of Supply) Code, 2019, with due prior notice to the complainant to be remained present during the testing & the result of testing report be submitted to the complainant consumer as well.
3. On verifying the meter test report, it was observed that the old meter No- "306938" was tested (considering it as parallel meter, being already replaced with new one) with the existing billing meter No- "TWSU51112407" & found no abnormalities with the old meter having accuracy class within permissible limit. Hence, the possibility of any defect in old meter is ruled out. However, the reason for replacing the old running meter could not be furnished by the Opposite Party. The forum inferred that the old meter was replaced with a new smart meter as measure for technological up-gradation.
4. That apart, scrutinizing the billing history it was pointed out that no such abnormalities found in billing from the month of installation of old meter No.- "306938" till replacement of the same, except in April-2026 wherein abnormal bill was raised on actual basis with "1927" units in a single month.
5. That, the Opposite Party has revised the previous bill of June-2023 with credit sundry of Rs.489.21/- effected in billing during July-2023.

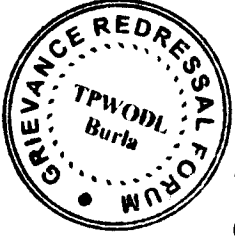
The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Jan/Feb-2015 bi-monthly billing to April-2026 are to be revised by the Opposite Party based on actual consumption recorded in old meter No- "306938", to extend monthly slab benefit to the consumer in order to tender fair & reasonable justice to the complainant consumer.




President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 date of installation of meter No. "306938" till April-2026 on the basis of actual monthly average consumption recorded in above mentioned meter, considering initial reading as on the date of installation of above meter and final reading as Kwh "00 8434" as on April-2026 billing, 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

Copy to:-

S. Tripathy

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

Ranjan Kumar Naik
(President)

President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Hrushikesh Sahu, C/O- Iswari Sahu, At/Po-Dandasingha, 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/278/2026)