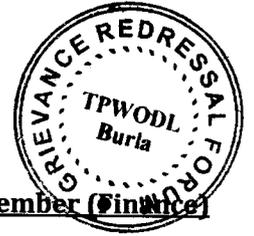


Grievance Redressal Forum

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)/ 45(4)

Date: 26.02.26

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

1	Case No.	BRL/28/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Harish Chandra Bankira At-Purunapani, Po-Kadopada, Dist-Deogarh		4141-1104-0580	9777356250
3	Respondent/s	S.D.O (Elect), 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			

(Signature)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Harish Chandra Bankira

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



GRF Case No- BRL/28/2026

Harish Chandra Bankira

COMPLAINANT

At-Purunapani, Po-Kadopada, ,

Dist-Deogarh

Consumer No-4141-1104-0580

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Harish Chandra Bankira 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 Demand Charge levied from June-2025 onwards.
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 June-2016 to Jan-2026, a Physical Verification Report carried out on 24.02.26 & 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 10.05.2016 with meter no "WUV05344" under 'DOM-KJ' category with CD-1.00 KW (FG).
2. The bill served to consumer on actual basis up to Oct-2025 on meter no "WUV05344".
3. The Meter No "TWSP51359282" was installed on Dt.11.12.2025 with IMR='0' (FG) and then onwards the electricity bill served to consumer on actual basis.
4. In the course of admission hearing on Dt.20.01.2026 the complainant put forth, his side by saying that, "Increasing electricity demand charges from June-2025 till date".
5. I t can be observed from the billing details (FG consumer history) that, there is MD=9.25 recorded in meter no "WUV05344" for June-2025 & MD=14.17 recorded for the month of Aug-2025 & Nov-2025, accordingly FC @ Rs.300/- PM charged.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

OBSERVATION

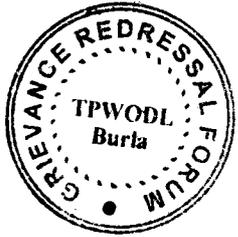
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1104-0580, having CD-1.00 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 10.05.2016. 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 & as per the petition filed, the Forum observed from the licensees' available soft records (FG & Samadhan App) that the following Cumulative Maximum Demand(MD) have been recorded against old meter SL.No." WUV05344" & new meter SL.No." TWSP51359282".

Month	Meter No.	MD recorded	MMFC Charged
Mar-25	WUV05344	0.23	20
Apr-25	WUV05344	1.09	40
May-25	WUV05344	0.55	40
Jun-25	WUV05344	9.25	200
Jul-25	WUV05344	0.19	200
Aug-25	WUV05344	14.17	300
Sep-25	WUV05344	0.07	300
Oct-25	WUV05344	0.05	300
Nov-25	TWSP51359282	0.59	300
Dec-25	TWSP51359282	1	300
Jan-26	TWSP51359282	0	300

2. The Opposite Party admitted that the above old meter was defective due to which another new meter SL.No." TWSP51359282" was installed subsequently on 11-Dec-2025, replacing the meter No." WUV05344".
3. The Physical Verification Report dtd. 24.02.2026 indicated that the existing meter having SL.No." TWSP51359282" has been found in running condition with advanced meter reading recorded as kwh"000099", having connected load of 1.974Kw.

The Forum on scrutinizing the records, reports available on record construed that since the old meter was found to be defective and recorded abnormal MD as mentioned supra with erratic charging of Monthly Fixed Charges, particularly from June-2025 onwards, the Fixed Charge component of monthly energy bills levied for the above mentioned period are to be revised by the Opposite Party considering the MD as recorded in the present meter till January-2026 billing. Further, the Monthly Fixed Charges for Feb-26 & Mar-26 are to be billed based on the above considered MD ,or, the highest MD as recorded upto financial year end till March-2026 in meter SL.No." TWSP51359282", to redress the consumer grievances accordingly.



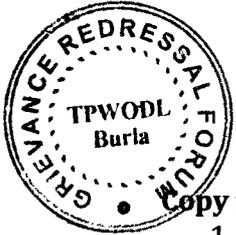
ORDER

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 revise the Monthly Fixed Charges only charged from June-2025 to January-2026, on the basis of considering the Maximum Demand as recorded in the present meter (having Sl No "TWSP51359282") and MD to be corrected in billing data base to serve the correct bill to the consumer hence forth, 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 take necessary steps to update the Maximum Demand parameter in billing database as per considered CMD mentioned supra, so as to generate monthly energy bills more particularly till March-2026.*
3. *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.*
4. *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


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

Copy to: - Grievance Redressal Forum
TPWODL, Burla - 768017

1. Harish Chandra Bankira, At-Purunapani, Po-Kadopada, , 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/28/2026)