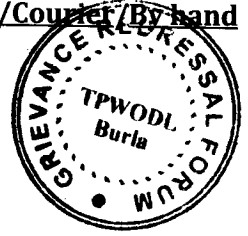


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 284(61)

Date: 30.06.26

Present:

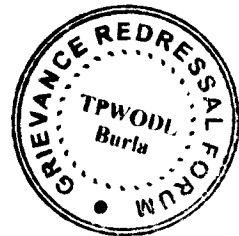
**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/286/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sukamati Kalo At-Tasarda, Po-Parposi, Dist-Deogarh-768108	4141-1589-0541		
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	20.05.2026			
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	20.05.2026			
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, Tileibani

Appeared

For the Complainant- Sukamati Kalo



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

GRF Case No- BRL/286/2026

Sukamati Kalo

At-Tasarda, Po-Parposi,

Dist-Deogarh

Consumer No-4141-1589-0541

VRS

SDO(Electrical), Deogarh, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Sukamati Kalo appeared in the hearing on Dt. 20.05.2026 at the camp held at ESO Office, Tileibani. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding abnormal energy bill charged previously during Feb-2019 with an amount of Rs. 42868.90/-.
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 Feb-2011 to Apr-2026, a Physical Verification Report carried out on 25.05.26 & 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 05.05.2010 with meter no "797797" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Feb-2019 on meter no "797797".
3. It can be observed, in the billing month of Dec-18/Jan-Feb-2019 the meter reader punched CMR as "32", (Less from previous meter reading i.e '1950' on May-2018), which effect total unit rounded up and '8082' units billed & Rs.42868.9 charged to consumer account.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading" or round complete". There is possibility the meter might have gone defective which led to rising of PL bill till replacement of the meter in March-2019.
5. The Meter No "LW162697" was installed on Dt.20.03.2019 with IMR=1 and then onwards the electricity bill served to consumer on actual basis

6. The bill served to the consumer from March-2019 to May-2023 has already been revised by Opposite Party on Dt. 03.07.2023 and amount of Rs.4098.24 withdrawn & reflected in consumer ledger.

7. The opposite party suggested that, the PL & average billing from Jun-2018 to Feb-2019 may be revised by taking six-month average consumption recorded in meter no "LW162697".

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 4141-1589-0541, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 05.05.2010. 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 May-2018 bill was charged on actual basis as per advanced consumption of kwh "1950", recorded in meter No. "797797" installed at site.
2. That, provisional/average bills were raised afterwards from June-2018 to Nov-2018, as no advanced readings were recorded for billing.
3. Jan/Feb-2019 bi-monthly bill was charged abnormally with "8082" units, considering the current reading of kwh "000032" & initial reading of kwh "1950", thereby considering the consumption as meter once rounded.
4. That, another new meter SL.No. "LW162697" was installed on 20-Mar-2019, replacing the old defective meter No. "797797" & actual bills continued to charge thereafter till last billing.
5. The Opposite Party in reply to the case submitted that the abnormal bill charged in Feb-2019 was not possibly due to suppression of reading or, round complete. It was due to defectiveness of the old meter which led to charging of abnormal & provisional bill till installation of a new meter in Mar-2019, and urged before the Forum to issue directions to revise the above period bill as per actual consumption recorded in subsequent meter installed.
6. The Physical Verification Report dtd. 25.05.2026 indicated that the existing meter having SL.No. "LW162697" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"005151".

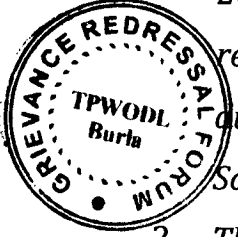
The Forum on scrutinizing the records & reports construed that the energy bills charged from June-2018 to Feb-2019 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No. "LW162697" to redress the grievances accordingly.



Grievance Redressal Forum
TPWODL, Burla - 768417

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 June-2018 to Feb-2019 on the basis of succeeding six months actual monthly average consumption recorded in meter No. "LW162697", 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. Sukamati Kalo, At-Tasarda, Po-Parposi, 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/286/2026)