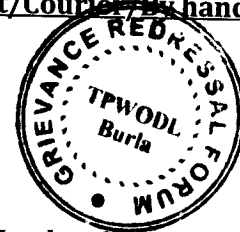


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 283C4)

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/287/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Karmu Kisan At-Kandarpa, Po-Laimura, Dist-Deogarh-768108	4141-1519-1103	6371997213	
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			

[Signature]
President

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Karmu Kisan

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

GRF Case No- BRL/287/2026

Karmu Kisan

At-Kandarpa, Po-Laimura,

Dist-Deogarh

Consumer No-4141-1519-1103

VRS

SDO(Electrical), Deogarh, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Karmu Kisan 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 Nov-2016.
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

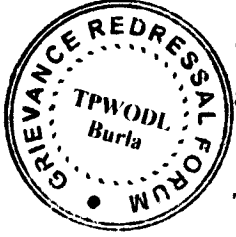
SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2011 to Nov-2025, 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 20.12.2010 with meter no "806850" under 'DOM' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to March-2017 on meter no "806850".
3. It can be observed, in the billing month of Oct-Nov-2016 the meter reader punched CMR as "783" , (Less from previous meter reading i.e '1090' on May-2015), which effect total unit rounded up and '9693' units billed & Rs.47204.83 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".
5. Then bill served to consumer on average basis from Apr-2017 to Feb-2019.
6. The Meter No "LW162538" was installed on Dt.23.03.2019 with IMR=1 (FG) and there is frequently abnormal & round complete bill served during Jan-2020 to Dec-2020.



7. The Meter No "LW618741" was installed on Dt.05.10.2021 with IMR=0 (FG) and then the electricity bill served to consumer on actual basis
8. The power supply was disconnected due to non-payment of electricity dues from Dt. Feb-2023 to July-2023 (Samadhan Billing Data) & from July-2025 (FG) to till date. As per ESO-Tileibani PVR Dt. 25.05.2026, there is no existence of service connection found at site.
9. The opposite party suggested that, bill revision will be done on the basis of "recast of reading" from the date of the power supply to Nov-2016 & from Dt of MC to Aug-2021 considering the consumption recorded in meter no "806850" & "LW162538" respectively and the average billing from Apr-2017 to Feb-2019 may be revised by taking six-month average consumption recorded in meter no "LW618741".



OBSERVATION

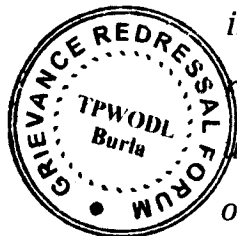
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1519-1103, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 20.12.2010. 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-2015 bill was charged on actual basis as per advanced consumption of kwh "1090", recorded in meter No. "806850" installed at site.
2. That, provisional/average bills were raised afterwards from June-2015 to Sept-2016, as no advanced readings were recorded for billing.
3. Oct/Nov-2016 bi-monthly bill was abnormally charged with "9693" units, considering the current reading of kwh "0000783" & initial reading of kwh "1090", thereby considering the consumption as meter once rounded. Actual bills continued to charge upto Mar-2017 billing & then, average/provisional bills raised from April-2017 to Oct-2019.
4. That, a new meter SL.No. "LW162538" was installed subsequently on 23-Mar-2019, replacing the old defective meter No. "806850" & actual bills continued to charge thereafter till Sept-2025.
5. The Physical Verification Report dtd. 25.05.2026 indicated that the supply has been in disconnected state with no meter at site. The FG database revealed that the supply has been disconnected since 20-Nov-2025.

The Forum on scrutinizing the records & reports construed that the energy bills charged from date of initial power supply till Nov-2016 are to be recasted by the Opposite Party based on actual monthly average consumption recorded in meter No. "806850". Furthermore, the average bills charged from April-2017 to June-2019 to be revised as per consumption recorded in subsequent meter No. "LW162538" 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 date of initial supply i.e. 20-Dec-2010 till Nov-2016, on actual monthly average basis, considering initial meter reading as on the date of installation of meter No. "806850" and final reading as Kwh "10872" (once round completed units i.e. "9999" + "783" units recorded upto Nov-2016), 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 revise the energy bills charged from April-2017 to June-2019 on the basis of succeeding six months actual monthly average consumption recorded in meter No. "LW162538", 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.
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.

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. Karmu Kisan, At-Kandarpa, Po-Laimura, 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/287/2026)

