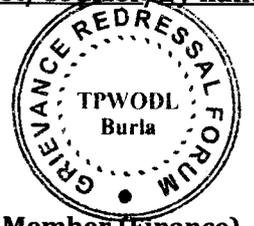


Grievance Redressal Forum  
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

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)/ 54(4)

Date: 26.02.26

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

1	Case No.	BRL/29/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Subasini Nayak C/O- Sachin Pradhan At-Budhakhaman, Po-Bamdara, Ps-Barkote, Dist-Deogarh		4141-1113-0983	9777927372
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			

President  
 Grievance Redressal Forum  
 TPWODL, Burla - 768017

**Place of Camp:** ESO Office, Barkote

**Appeared**

**For the Complainant-** Subasini Nayak

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

**GRF Case No- BRL/29/2026**

Subasini Nayak  
C/O- Sachin Pradhan  
At-Budhakhaman, Po-Bamdara, Ps-Barkote,  
Dist-Deogarh  
Consumer No-4141-1113-0983

**COMPLAINANT**

**VRS**  
SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Subasini Nayak 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 energy bills charged previously but failed to submit the period & nature of dispute.
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 Sept-2018 to Dec-2025, a Physical Verification Report carried out on 08.02.26 & 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 23.08.2024 with meter no "2496502" under 'DOM' category with CD-1.00 KW (FG).
2. The bill served to consumer on actual basis up to Sept-2021 on meter no "2496502".
3. Then provisional & average bill served to consumer from Oct-2021 to July-2022.
4. The Meter No "TPWODL1083245" was installed on Dt.22.08.2022 with IMR=0 and the electricity bill served to consumer on actual basis up to Oct-2023.
5. Then provisional & average bill served to consumer from Nov-2023 to Dec-2023.
6. The Meter No "TWB621404" was installed on Dt.31.01.2024 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, the average billing from Oct-2021 to July-2022 may be revised by taking six-month average consumption recorded in meter no "2496502" & the bill from Nov-2023 to Dec-2023 may be revised by taking six-month average consumption recorded in meter no "TWB621404".

  
President  
Grievance Redressal Forum  
TPWODL, Barla - 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 4141-1113-0983, having CD-1.00 KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 23.08.2018. 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 till September-2021 billing, as per advanced consumption recorded in meter SL.No." 2496502". Thereafter, average bills were raised from October-2021 to July-2022 on different units from time to time, that were not revised by the Opposite Party in subsequent billing period.
2. That, a new meter bearing SL.No." TPWODL1083245" was installed on 22-Aug-2022 & then, meter readings were advanced till Oct-2023 billing, after which another new meter having SL.No." TWB621404" was installed on 31-Jan-2024, replacing the old defective meter No." TPWODL1083245".
3. The Physical Verification Report dtd. 08.02.2026 indicated that above existing meter has been found in running condition with advanced meter reading recorded as kwh"000700".

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited upto and including two years prior to installation of meter SL. No." TPWODL1083245" (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. October-2021 to July-2022 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." TPWODL1083245" 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 revise the energy bills charged from October-2021 to July-2022, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TPWODL1083245", from the date/month of installation of the same meter, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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.*

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  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

**Copy to: -**

1. Subasini Nayak, C/O- Sachin Pradhan, At-Budhakhaman, Po-Bamdara, Ps-Barkote, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/29/2026)