

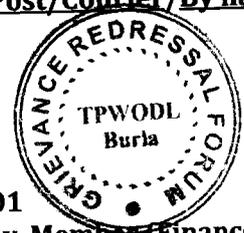
Grievance Redressal Forum

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)/ 53(4)

Date: 26.02.26

Present:

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

1	Case No.	BRL/35/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gopal Pradhan C/O-Manglu Pradhan At-Chaparmara, Po-Kansar, Ps-Reamal, Dist-Deogarh-768121		4141-1554-1340	8260999577
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	21.01.2026			
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	21.01.2026			
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, Tileibani

Appeared

For the Complainant- Gopal Pradhan
Represented by Manglu Pradhan

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

GRF Case No- BRL/35/2026

Gopal Pradhan
C/O- Manglu Pradhan
At-Chaparmara,
Po-Kansar, Ps-Reamal ,
Dist-Deogarh
Consumer No-4141-1554-1340

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Mangalu Pradhan on behalf of Gopal Pradhan appeared in the hearing on Dt. 21.01.2026 at the camp held at ESO Office, Tileibani. 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 Dec-2016 to Dec-2025, a Physical Verification Report carried out on 22.01.26 & 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 13.12.2014 with meter no "831316" under 'DOM-KJ' category with CD-0.50 KW.
2. The bill served to consumer on actual basis up to dec-2018 with meter no "831316". But it can be observed that there is abnormal bill served on Jul/Aug-2018, as the meter reader punched CMR as '5172' and abnormal high '5149' units billed & Rs.29627.27 charged to consumer account.
3. Considering the load survey and present consumption pattern, it is hard to believed upon the possibility of "suppression of reading".
4. Then provisional & abnormal bill served from Jan-2019 to oct-2019.
5. The Meter No "LW419053" was installed on Dt.27.10.2019 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis up to Oct-2021.
6. Then provisional/average bill served to consumer from Nov-2021 to Dec-2022.

[Handwritten Signature]
President

7. The Meter No "30074500" was installed on Dt.02.01.2023 with IMR=0 (FG) & the average bill served from Jan-2023 to Oct-2023 has already been revised by Opposite Party on Dt.21.11.2023 and amount of Rs.1127.35 withdrawn & reflected in consumer ledger. Then onwards the electricity bill served to consumer on actual basis.
8. The opposite party suggested that, the abnormal & provisional bill from July-2018 to Oct-2019 may be revised by taking six-month average consumption recorded in meter no "LW419053" & the bill from May-2022 to Dec-2022 may be revised by taking six-month average consumption recorded in meter no "300745000".

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 4141-1554-1340, having CD-0.50 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 13.12.2014. 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 erratic bill was charged in Aug-2018 with "5149" units, considering the current reading of kwh" 5172", as advanced from the initial meter reading of kwh"000023", recorded in meter SL.No." 831316", that led to charging of Rs. 29627.27/- in a month.
2. That, provisional bills were subsequently raised abnormally from Jan-2019 to Aug-2019 @ 2575 units/month that led to accumulation of false arrear dues.
3. That, a new meter bearing SL.No." LW419053" was installed on 27-Oct-2019 & then, meter readings were then advanced till Oct-2021 billing, after which provisional/average bills continued to charge from Nov-2021 to Oct-2023. That, another new meter having SL.No." 300074500" was installed on 02-Jan-2023, replacing the old defective meter No." LW419053".
4. It was observed from records that average bills from Dec-2022 to Oct-2023 were already revised by the Opposite Party, deducting Rs.1127.35/-, which should have been otherwise revised from Nov-2021 to Oct-2023 to rectify the average billing period.
5. The Physical Verification Report dtd. 22.01.2026 indicated that above existing meter has been found in running condition with advanced meter reading recorded as kwh"000129".

The Forum on scrutinizing the records, reports available on record construed that the accumulated units of kwh"5172" are to be recasted on actual monthly average basis from the date of installation of meter SL.No." 831316" till Aug-2018. Further, the average bill charged from Jan-2019 to Aug-2019 are to be revised as per actual consumption recorded in subsequent meter SL.No." LW419053". Again, the energy bills charged from Nov-2021 to Oct-2023 also to be revised as per actual monthly consumption recorded in meter SL. No."300074500" (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) , reversing the credit sundry of Rs.1127.35/- effected in billing on 21-11-2023(pertaining to the revised period from Dec-22 to Oct-23) 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 the date of installation of meter SL.No." 831316" till August-2018, on the basis of recasting the total accumulated units of kwh"5172" on actual monthly average basis, 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 January-2019 to August-2019, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW419053", 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.*
3. *The Opposite Party is directed to revise the energy bills charged from November-2021 to October-2023, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." 300074500", from the date/month of installation of the same meter, duly reversing/adjusting the bill revision made earlier, in particular reference to Rs.1127.35/- already revised from Dec-2022 to Oct-2023, and/or the benefit arising out of the OTS Scheme, if any.*
4. *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.*


President

Grievance Redressal Forum
IPWODL, Burla - 763017

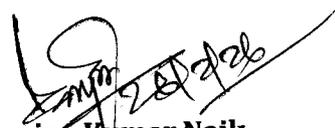
5. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.



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. Gopal Pradhan, C/O- Manglu Pradhan At-Chaparmara, Po-Kansar, Ps-Realmal, 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/35/2026)