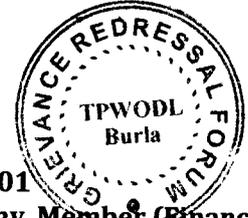


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 5004)

Date: 26.02.26

**Present:**

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

1	Case No.	BRL/36/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Mahendra Bagh C/O-Anita Naik At/Po-Gandam, Dist-Deogarh	4141-1558-0905	8280892457	
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			

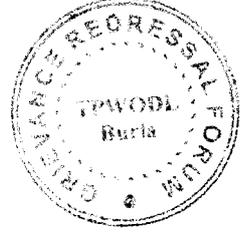
*(Signature)*  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Place of Camp:** ESO Office, Tileibani  
**Appeared**

**For the Complainant-** Mahendra Bagh  
Represented by Anita Naik

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



**GRF Case No- BRL/36/2026**

Mahendra Bagh  
C/O- Anita Naik  
At/Po-Gandam,  
Dist-Deogarh  
Consumer No-4141-1558-0905  
**VRS**

**COMPLAINANT**

**OPPOSITE PARTY**

SDO(Electrical), Deogarh, TPWODL.

**GIST OF THE CASE**

Anita Naik on behalf of Mahendra Bagh 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 about abnormal high consumption bills raised during the period from Nov-2016 to Nov-2018 on actual basis, even though the meter available in the premises was found to be defective. The complainant averred that even if his consumption history has been very less, such exorbitant bills has elevated the arrear position.
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 Feb-2011 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 26.08.2010 with meter no "824090" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Jun-2024 on meter no "824090"
3. It can be observed that, in the billing month of Oct/Nov-2016 the meter reader punched CMR as '25' (less from the previous meter reading) which effect total unit rounded up & '6970' units billed & Rs.32336.37 charged to consumer account. Again, negative reading punched in Mar-17, July-17, Sep-17, Nov-17, Jul-18, Jan-19 & Oct-2020.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading".
5. Then provisional bill served to consumer from July-2024.
6. The Meter No "TWB1616058" was installed on Dt.30.08.2024 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.

7. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Jun-2024 considering IMR=0 & CMR=37575 (round complete 3575+10000) recorded in meter no "824090" & the provisional billing for the month of July-2024 may be revised by taking six-month average consumption recorded in meter no "TWB1616058".

**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 4141-1558-0905, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 26.08.2010. 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 1<sup>st</sup> energy bill raised in Feb-2011, having initial meter SL.No." 824090" installed at premises.
2. The ledger abstract revealed that in number of occasions meter readings have been erratically recorded for billing leading to abnormal billing, particularly in Nov-2016 where "6970" units charged considering the current reading of kwh"000025" as meter once rounded. Further, negative readings were recorded in Mar-17, July-17, Sept-17, Nov-17, July-18, Jan-2020 & Oct-2020. The Opposite Party on verification of load details reckoned that there were no possibility of suppress readings observed in the case. However, such abnormal bills have not been revised accordingly as on date to extend necessary justice to the consumer, that has led to huge accumulation of arrear dues. Again, the provisional bills have not been adjusted completely during the disputed period.
3. That, a new meter bearing SL.No." TWB161058" was subsequently installed subsequently on 30-Aug-2024 & actual bills continued to charge thereafter.
4. That, the Opposite Party urged before the Forum to issue orders to revise the bills from date of initial power supply to June-2024, by recasting the total accumulated units (i.e. considering meter digit to "once round" complete of "9999" units in total + the advanced units of "3575" units as recorded upto June-2024 billing = 13574 units) recorded in old meter SL.No."824090" on actual monthly average basis.
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"000639".

The Forum on scrutinizing the records, reports available on record construed that energy bills charged from the date of initial power supply i.e. 26-Aug-2010 to June-2024 are to be revised/reassessed by the Opposite Party based on actual monthly average consumption recorded in old meters.No."824090", to be derived by reckoning the total accumulated units of kwh"13574" as mentioned supra to redress the grievances accordingly.

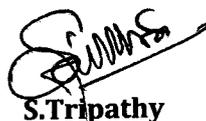
**ORDER**

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 26-Aug-2010 to June-2024, on the basis of actual monthly average consumption recorded in old meter SL. No." 824090", to be derived by considering initial meter reading as on the date of installation of above meter and final reading of kwh"13574"( i.e. once rounding of meter with "9999" units + advanced units kwh"3575" recorded thereafter upto June-2024 billing), 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.*

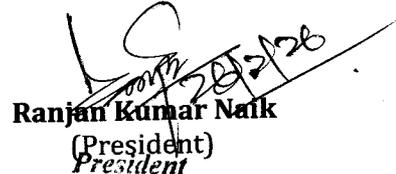
Accordingly, the case is disposed of.

***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. Mahendra Bagh, C/O- Anita Naik At/Po-Gandam, 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/36/2026)