

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)/ 52(4)

Date: 26.02.26

Present:

Sri Ranjan Kumar Naik, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/37/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sitaram Palei At/Po-Dimirikuda, Ps-Reamal Dist-Deogarh		4141-1517-0712	
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

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Sitaram Palei



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

GRF Case No- BRL/37/2026

Sitaram Palei
At/Po-Dimirikuda,
Ps-Realmal ,
Dist-Deogarh
Consumer No-4141-1517-0712

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Sri Sitaram Palei 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 from May-2020 to September-2021.
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 May-2019 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 power supply to the consumer premises on Dt.20.02.2019 with meter no "3022748" under 'DOM' category with CD-1.00KW.
2. The bill served to consumer on actual basis up to Sept-2021 with meter no "3022748".
3. It can be observed that, in the billing month of Jun-2020 the meter reader punched CMR as '310' (less from the previous meter reading i.e. 437 on Apr-2020), which effect total rounded up and '873' units billed & Rs.3892.12 charged to consumer account. Similarly negative reading punched in Aug/Sept-2020.
4. Then provisional & abnormal bill served from oct-2021 to July-2022.
5. The Meter No "TPWODL1050416" was installed on Dt.04.08.2022 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Sept-2021 consumption recorded in meter no "3022748" & the average billing from Oct-2021 to July-2022 may be revised by taking six-month average consumption recorded in meter no "TPWODL1050416".

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 4141-1517-0712, having CD-1.00 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 20.02.2019. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. As per the complaint filed by the complainant & on examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that provisional bill charged in May-2020 with "103" unbits were auto-adjusted in subsequent billing in June-2020. However, June-2020 bill was charged erratically with "873" units, considering the initial reading of kwh"437" and current reading of kwh"310", recorded in meter SL.No." 3022748". But, Sept-2020 bill was also charged abnormally with "589" units, even though current reading of kwh"214" was recorded, from the initial reading of kwh"625", as recorded in above mentioned meter. It was observed that meter readings were then advanced upto the reading of kwh"920", recorded upto Sept-2021 billing, after which average bills were charged from Oct-21 to Sept-2022.
2. The ledger abstract indicated that a new meter bearing SL.No." TPWODL1050416" was installed on 04-Aug-2022 & thereafter, actual bill continued to charge till last billing. It was observed that the Opposite Party has already revised the average bills charged from July-2022 to Sept-2022 with credit sundry of Rs.155.15/-, effected on 18-11-2022.
3. 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"002277".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged particularly from May-2020 to Sept-2021 are to be revised by the Opposite Party based on actual monthly average consumption recorded in meter No." 3022748" to extend slab benefit to the consumer. Further, the average bills raised from Oct-2021 to July-2022, to be revised on the basis of actual monthly average consumption recorded in meter No." TPWODL1050416" to redress the grievances accordingly.

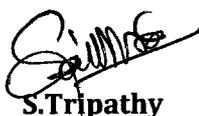
ORDER

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 May-2020 to Sept-2021, on the basis of actual monthly average consumption recorded in meter SL.No." 3022748", considering initial reading of kwh"000437" as on May-2020 & final reading of kwh"000920" as on Sept-2021 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 revise the energy bills charged from Oct-2021 to July-2022, on the basis of succeeding six months actual monthly average consumption recorded in meter SL.No." TPWODL1050416", 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.*

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. Sitaram Palei, At/Po-Dimirikuda, Ps-Reamal, 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/37/2026)