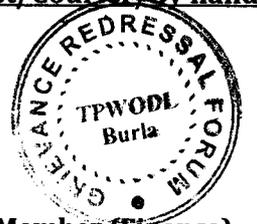


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 51(4)

Date: 26.02.26

Present:

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

1	Case No.	BRL/38/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bijay Lugun At-Kholdihi, Po-Gandam, Dist-Deogarh		4141-1558-0602	6372702571
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- Bijay Lugun

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

GRF Case No- BRL/38/2026

Bijay Lugun
At-Kholdihi, Po-Gandam,
Dist-Deogarh
Consumer No-4141-1558-0602

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Bijay Lugun 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 filed the objection regarding abnormal energy bills charged previously from January-2017 to May-2017.
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 Nov-2014 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 15.11.2013 with meter no "819435" under 'DOM' category with CD-0.01 KW (FG).
2. The bill served to consumer on actual basis up to July-2018 with meter no "819435".
3. It can be observed that, in the billing month of Aug/Sept-2016 the meter reader punched CMR as '413' (Less from previous meter reading), which effect total unit rounded up and '7378' units billed & Rs.42840.78 charged to consumer account. Again, negative reading in July-2017, Nov-2017 & Jan-2018.
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 from Aug-2018 to March-2019.
6. The Meter No "LW163249" was installed on Dt.08.05.2019 with IMR=1 (FG) and the average bill served from Aug-2021 to June-2023 has already been revised by the Opposite Party on Dt.21.07.23 & amount of Rs.15255.71 credited & reflected in consumer ledger. Then onwards the electricity bill served to consumer on actual basis.

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7. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from Oct-2016 to July-2018 consumption recorded in meter no "819435" & the provisional billing from Aug-2018 to March-2019 may be revised by taking six-month average consumption recorded in meter no "LW163249".

OBSERVATION

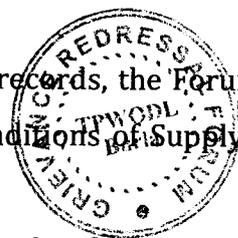
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1558-0602, having CD-0.01 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 15.11.2013. 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 abnormal/divergent bills were charged on actual basis particularly in Jan-2017, Mar-2017, May-2017 & July-2017 with "1980" units, "98", "7378" units & "988" units, as per consumption recorded in meter No." 819435". It was noticed that May-2017 bill raised erratically with "7378" units, considering the current reading of kwh" 413" as meter once rounded from the initial reading of kwh"3035", recorded in Jan-2017 billing, that led to charging of Rs. 42840.78/- in a single month.
2. Thereafter, provisional bills were again charged from Aug-2018 to Nov-2019. However, such Provisionals were auto-adjusted in subsequent billing for the period from April-2019 to Nov-2019, but provisional bills charged from Aug-2018 to Mar-2019 were not adjusted/revised till date.
3. The ledger abstract indicated that a new meter bearing SL.No." LW163249" was installed on 08-May-2019 & actual bills continued to charge thereafter. It was observed that the Opposite Party has already revised the average bills charged previously from Aug-21 to June-2023 with credit sundry of Rs.15255.71/-, effected on 21-07-2023.
4. 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"000328".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged particularly from October-2016 to July-2018 are to be recasted by the Opposite Party based on actual monthly average consumption recorded in meter No." 819435" to extend slab benefit to the consumer & further, the provisional bills charged from Aug-2018 to March-2019 are to be revised based on the actual monthly average consumption recorded in subsequent meter SL.No." LW163249", 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-2016 to July-2018, on the basis of actual monthly average consumption recorded in meter SL.No." 819435", considering initial reading of kwh"001055" as on October-2016 & final reading of kwh"001352" as on July-2018 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 Aug-2018 to March-2019, on the basis of actual monthly average consumption recorded in meter SL.No." LW163249", to be evaluated by considering twelve consecutive actual billing, taking initial reading of kwh"00094" as on Sept-2020 & final reading of kwh"000602" as on August-2021 billing, 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)
Grievance Redressal Forum
TPWODL, Burla - 768017



Copy to: -

1. Bijay Lugun, At-Kholdihi, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/38/2026)