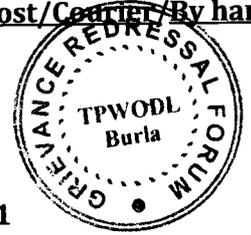


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 59(4)

Date: 26.02.26

Present:

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

1	Case No.	BRL/40/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Kumudabndhu Nayak C/O-Jhasketan Nayak At-Gandam, Po-Dimirikuda, Dist-Deogarh	4141-1558-0853	7815075339	
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- Kumudabndhu Nayak
Represented by Jhasketan Nayak

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



GRF Case No- BRL/40/2026

COMPLAINANT

Kumudabndhu Nayak
C/O- Jhasketan Nayak
At-Gandam, Po-Dimirikuda,
Dist-Deogarh
Consumer No-4141-1558-0853

OPPOSITE PARTY

VRS

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Sri Jhasketan Nayak on behalf of Kumudabndhu Nayak 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 average energy bills charged previously from January-2012 to August-2024 which 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 28.01.26 & 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 "819192" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Oct-2011 on meter no "819192".
3. Then provisional & average bill served to consumer from Nov-2011 to feb-2020.
4. The Meter No "WHL023449" was installed on Dt.18.03.2020 with CMR= (FG) & the average bill served from March-2020 to Aug-2024 has already been revised by Opposite Party on Dt.08.10.2024 & amount of Rs.8419.59 credited & reflected in consumer ledger. Then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that, the average billing from March-2018 to Feb-2020 may be revised by taking six-month average consumption recorded in meter no "WHL023449".


President

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 4141-1558-0853, 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 licensees available soft records (FG & Samadhan App) that average bills were continuously charged from Dec/January-2012 to August-2024, as no advanced readings were recorded in meter SL.No." 819192".
2. That, a new meter bearing SL.No." WHL023449" was installed on 18-Mar-2020 but, updated off late in billing on 08-Oct-2024. Actual bills charged thereafter from Sept-2024 onwards as per advanced consumption recorded in above mentioned meter.
3. That, due to delay meter updation as stated above, the Opposite Party has already revised the average bills from Mar-2020 to Aug-2024 & Rs. 8419.50/- has been credited to consumer account on 08-10-2024.
4. The Physical Verification Report dtd. 22.01.2026 indicated that existing meter SL. No."WHL023449" has been found in running condition with advanced meter reading recorded as kwh"003870".

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." WHL023449" (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. March-2018 to Feb-2020 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." WHL023449" 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 March-2018 to Feb-2020, on the basis of actual monthly average consumption as derived already in revising the bills from Mar-2020 to Aug-2024, as recorded in meter SL. No." WHL023449", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*


President

Grievance Redressal Forum

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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


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

Copy to: -

1. Kumudabndhu Nayak, C/O- Jhasketan Nayak At-Gandam, Po-Dimirikuda, 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/40/2026)