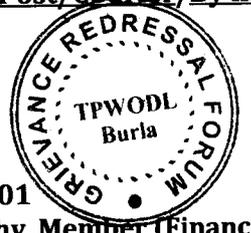


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 58 (4)

Date: 26.02.26

**Present:**

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

1	Case No.	BRL/41/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chiranga Kisan At-Dengujore, Po-Parposi, Ps-Laimura, Dist-Deogarh	4141-1557-0168	9439707595	
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			

President

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

**Appeared**

**For the Complainant-** Chiranga Kisan



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

**GRF Case No- BRL/41/2026**

Chiranga Kisan  
At-Dengujore, Po-Parposi, Ps-Laimura,  
Dist-Deogarh  
Consumer No-4141-1557-0168

**COMPLAINANT**

**OPPOSITE PARTY**

**VRS**  
SDO(Electrical), Deogarh, TPWODL.

**GIST OF THE CASE**

Sri Chiranga Kisan 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 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 March-2013 to Jan-2026, 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 06.06.2012 with meter no "805118" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to May-2014 on meter no "805118"
3. Then provisional & average bill served to consumer from Jun-2014 to Jan-2020 which has already been revised by Opposite Party on Dt.11.10.2023 & amount of Rs.34390.11 credited & reflected in consumer ledger.
4. The Meter No "LW319035" was installed on Dt.21.02.2020 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis.
5. It can be observed that, there is abnormal bill served for Oct/Nov-2021, the meter reader punched CMR as '1851' and abnormal high '1636' unit billed & Rs.8692.85 charged to consumer account.
6. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from Jun-2020 to May-2022 consumption recorded in meter no "LW319035".

### 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 4141-1557-0168, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 06.06.2012. 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 charged continuously from June-2014 to January-2020 were already revised by the Opposite Party & Rs.34390.11/- was credited to consumer account on 11-10-2023.
2. That, a new meter bearing SL.No." LW319035" was installed subsequently on 21-Feb-2020 & actual bills continued to charge thereafter. However, the ledger abstract indicated that abnormal bill charged particularly in Nov-2021 on actual basis with "1636" units in a single month, considering the current reading of kwh" 1851" & initial reading of kwh"215", thereby charging Rs. 8692.85/- for the month.
3. The Physical Verification Report dtd. 22.01.2026 indicated that existing meter SL. No."LW319035" has been found in running condition with advanced meter reading recorded as kwh"003488".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from June-2020 to November-2021 are to be recasted by the Opposite Party based on actual monthly average consumption recorded in meter No." LW319035" 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

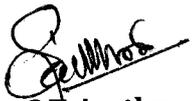
1. *The Opposite Party is directed to recast the energy bills charged from June-2020 to November-2021, on the basis of actual monthly average consumption as recorded in meter SL. No." LW319035", considering initial meter reading as in June-2020 & final reading as kwh" 1851" as in November-2021, duly 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 ~~100%~~ 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. Chiranga Kisan, At-Dengujore, Po-Parposi, Ps-Laimura, 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/41/2026)