

**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)/ 57(4)

Date: 26.02.26

Present:

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

1	Case No.	BRL/42/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kunti Nayak C/O-Susanta Kisan At-Rukuda, Po-Parposi, Ps-Laimura, Dist-Deogarh		4141-1589-0455	
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
26/02/26

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Kunti Nayak
Represented by Susanta Kisan



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

GRF Case No- BRL/42/2026

Kunti Nayak
C/O- Susanta Kisan
At-Rukuda, Po-Parposi, Ps-Laimura,
Dist-Deogarh
Consumer No-4141-1589-0455
VRS
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Susanta Kisan on behalf of Kunti 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 abnormal energy bill charged previously in Aug/Sept-2016 that led to excess billing of Rs.48553.92/- in a month.
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 Apr-2010 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 08.04.2010 with meter no "808472" under 'DOM-KJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to July-2018 with meter no "808472".
3. It can be observed that, in the billing month Aug/Sept-2016 the meter reader punched CMR as '625', (less from previous meter reading i.e. 1270 on Aug/Sept-2015), which effect total unit rounded up & '9355' units billed & Rs.48553.92 charged to consumer account.
4. Considering the load survey & 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 "LW415378" was installed on Dt.28.11.2019 and then onwards the electricity bill served to consumer on actual basis.

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20/01/26

7. The opposite party suggested that, the abnormal billing from Aug-2016 to Sept-2016 & the billing from Aug-2016 to March-2019 may be revised by taking six-month average consumption recorded in meter no "LW162466".

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 4141-1589-0455, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 08.04.2010. 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 actual bills were charged upto Sept-2015, considering the last advanced reading of kwh" 1270", as recorded in meter SL.No." 808472". Thereafter, provisional bills raised from Oct-2015 to July-2016 period. Aug/Sept-2016 bill charged erratically with "9355" units on actual basis, considering initial reading of kwh" 1270" & final reading of kwh"000 625" as recorded in above meter, taking into account the final reading as meter once rounded. Subsequently, meter readings were advanced upto kwh" 900" as in July-2018 billing.
2. The ledger abstract revealed that a new meter bearing SL.No." LW162466" was installed on 21-Mar-2019 & actual bills continued to charge thereafter.
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"000293".

The Forum on scrutinizing the records, reports available on record construed that the abnormal energy bill charged particularly in Aug/Sept-2016 is to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW162466" 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 bill charged particularly in Aug/Sept-2016, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW162466", from the date/month of installation of the same meter, 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. Kunti Nayak, C/O- Susanta Kisan At-Rukuda, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/42/2026)