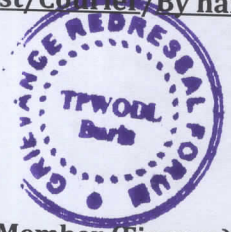


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 461(4)

Date: 31.10.25

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

1	Case No.	BRL/425/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Mahima Naik C/O-Samira Naik At-Chhalia Mendhia, Po-Dimirikuda, Dist-Deogarh		4141-549-0752	7205424963																																
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	14.10.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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6. Others																																					
8	Date(s) of Hearing	14.10.2025																																			
9	Date of Order	31.10.25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Mahima Naik
Represented by Samira Naik

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

GRF Case No- BRL/425/2025

Mahima Naik
C/O-Samira Naik
At-Chhalia Mendhia, Po-Dimirikuda,
Dist-Deogarh
Consumer No-4141-549-0752

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Samira Naik on behalf of Mahima Naik appeared in the hearing on Dt. 14.10.2025 at the camp held at SDO Office, Deogarh. The complainant submitted during course of hearing in brief as follows:

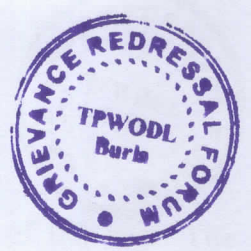
1. The complainant has raised objection regarding abnormal energy bills charged previously but failed to submit the period of billing dispute.
2. To revise the EC bills as per actual meter consumption recorded.

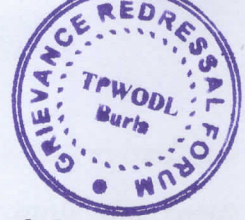
Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2011 to Sept-2025, a Physical Verification Report carried out on 16.10.25 & 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 28.05.2010 with meter no "813788" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to July-2014.
3. The average bill served to consumer from Aug-2014 to Nov-2019.
4. The Meter No "LW421149" was installed on Dt.10.12.2019 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
5. There is average bill served to consumer from Oct-2021 to July-2022.
6. The Meter No "TPWODL1051978" was installed on Dt.05.08.2022 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, the average billing from Dec-2017 to Nov-2019 may be revised by taking six-month average consumption recorded in meter no "LW421149".





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 4141-549-0752, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 28.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft records (FG & Samadhan App) that July-2014 bill was charged on actual basis, as per consumption recorded in meter No." 813788" but, average energy bills continuously raised from August-2014 to December-2019 on different units from time to time.
2. That, a new meter bearing SL.No." LW421149" was installed on 10-Dec-2019, replacing the old defective meter No." 813788".
3. Further, another new meter bearing SL.No." TPWODL1051978" was installed on 05-Aug-2022, replacing the old meter No." LW421149" & actual bills continued to charge thereafter.
4. It was detected that the Opposite Party has allowed the bills to continue on average basis for more than five years, which could have been avoided if timely meter installation were effected. The Forum condemns such inaction and vouch to act proactively to combat such deficiencies in future.

The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from December-2017 to November-2019 are to be revised by the Opposite Party(as suggested by the Opposite Party), as per actual monthly average consumption recorded in subsequent meter installed bearing SL.No." LW421149".

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 December-2017 to November-2019, on the basis of actual monthly average consumption recorded in meter SL. No." LW421149", considering initial reading as on the date of installation of above meter and final reading as KWH"000 645", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

[Signature]
President

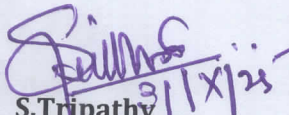
Grievance Redressal Forum
TPWODL, Burla - 768017

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.

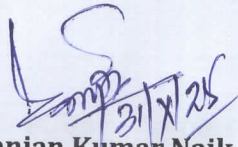
Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of November-2025) 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. Mahima Naik, C/O-Samira Naik, At-Chhalia Mendhia, 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/425/2025)