

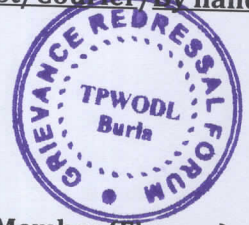
Grievance Redressal Forum

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)/ 460(4)

Date: 31.10.25

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

1	Case No.	BRL/426/2025																																			
2	Complainant/s	Name & Address Sunadar Kujur At-Phalumora, Po-Dimirikuda, Dist-Deogarh		Consumer No 4141-1549-0285	Contact No.																																
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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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- Sunadar Kujur

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

GRF Case No- BRL/426/2025

Sunadar Kujur

At-Phaluamora, Po-Dimirikuda,

Dist-Deogarh

Consumer No-4141-1549-0285

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Sunadar Kujur 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 26.08.2010 with meter no "825608" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Nov-2017 on meter no 825608.
3. It can be observed from the billing ledger that, there is arbitrary/abnormal reading punched by the meter reader from April-2015 to Sept-2017. During the billing month of Oct-Nov 2016, Feb-Mar-2017 & Aug-Sept-2017 there is negative meter reading punched, which effect total unit rounded. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading" or "round complete".
4. Then average bill served to consumer from Dec-2017 to Dec-2019.
5. The Meter No "LW416555" was installed on Dt.27.12.2019 with IMR=1 and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party suggested that, bill revision will be done on the basis of "recast of reading" from date of power supply to Nov-2017, consumption recorded in meter no "825608" & the average billing from Dec-2017 to Nov-2019 may be revised by taking six-month average consumption recorded in meter no "LW416555".

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 4141-1549-0285, having CD-0.11KW 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,

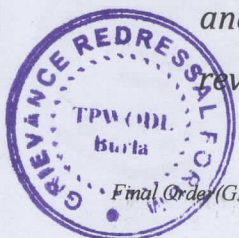
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft record (FG & Samadhan App) that actual bills were charged to the complainant(except some provisional bills that were adjusted automatically afterwards) till Nov-2017 billing with current reading of Kwh" 3219", recorded in meter No." 825608", However, some accumulated readings were charged suddenly in some single months abnormally, which were not recasted by the Opposite Party.
2. Average bills charged thereafter from Dec/Jan-2018 to Dec-2019 @"3522" units bi-monthly.
3. That, a new meter bearing SL.No." LW416555" was installed on 27-Dec-2019, replacing the old defective meter No." 825608".
4. However, provisional bills further charged Jan-2020 to Sept-2020 @1761 units/month, that were auto adjusted in subsequent billing month. Actual bills continued to charge afterwards till last billing.

The Forum on scrutinizing the records, reports available on record construed that the actual meter reading accumulated upto KWH" 3219", as recorded in meter No." 825608", in November-2017 billing are to be recasted/revised on actual monthly average basis to extend monthly slab benefit to the consumer. Further, 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 January-2018 to 26.12.2019(new meter No." LW416555" installed on 27-Dec-2019) are to be revised by the Opposite Party, as per actual monthly average consumption recorded in subsequent meter installed bearing SL.No." LW416555".

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 August-2013 to November-2017, on the basis of actual monthly average consumption recorded in meter SL.No." 825608", considering initial meter reading as KWH"000 547" as on Aug-2013 and final reading as KWH" 3219" as on November-2017 billing, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

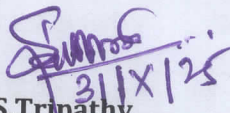


[Signature]
President
Grievance Redressal Forum
TPWODL, Barla - 768017

2. The Opposite Party is directed to revise the energy bills charged from January-2018 to 26.12.2019, on the basis of actual monthly average consumption recorded in meter SL.No." LW416555", considering initial meter reading as on the date of installation of above meter and final reading as KWH" 000172" as on November-2020 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 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. Sunadar Kujur, At-Phaluamora, 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/426/2025)

