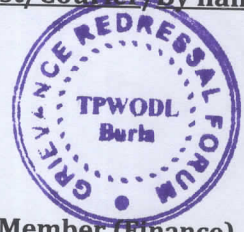


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 456(4)

Date: 31.10.25

Present:

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

1	Case No.	BRL/431/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Maheswar Kisan C/O-Duna Kisan At-Raital, Po-Jharagoga, Dist-Deogarh		4141-1559-0450	8280503863																																
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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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																																			

(Signature)
President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Maheswar Kisan
Represented by Duna Kisan

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

GRF Case No- BRL/431/2025

Maheswar Kisan
C/O-Duna Kisan
At-Raital, Po-Jharagogua,
Dist-Deogarh
Consumer No-4141-1559-0450

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Duna Kisan on behalf of Maheswar Kisan 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:

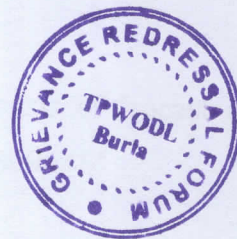
1. The complainant has raised objection regarding abnormal energy bills charged particularly in Mar/April-2019.
2. To revise the EC bills as per actual meter consumption recorded.

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 29.03.2010 with meter no "809645" under 'KTJ' category with CD-0.11 KW.
2. Actual bill served to consumer up to Feb-2023 on meter no 809645.
3. It can be observed that during the billing month of Mar-Apr 2019, the meter reader punched CMR as '0' (less from previous meter reading i.e 2930 on Apr-2019), which effect total unit rounded up and 7070 units billed in Mar-Apr 2019 & Rs.35031.68 charged to consumer account.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading" or "round complete".
5. The Meter No "TPWODL1123708" was installed on Dt.12.11.2022 with IMR=0 and the average bill served to consumer from Nov-2022 to Dec-2022 has already been revised by Opposite Party on Dt.25.01.2024 and amount of Rs.1213.44 added & reflected in consumer ledger 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 Dec-2017 to Oct-2019, consumption recorded in meter no "809645"

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 4141-1559-0450, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 29.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

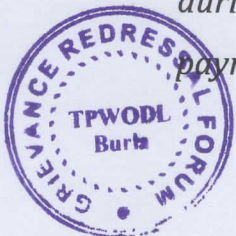
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft record (FG & Samadhan App) that Mar/April-2019 bill was charged on actual basis with "7070" units in a single month, even though no advanced meter readings were recorded in meter SL.No." 809645".
2. Subsequently, provisional bills charged from May-2019 to August-2019. Oct-2019 bill was raised on actual basis with "20" units, taking the advanced reading of KWH" 2950" & initial reading of KWH"2930" & actual bills continued to charge thereafter.

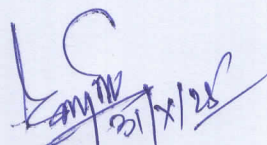
The Forum on scrutinizing the records, reports available on record construed that to extend monthly slab benefit to the consumer, the energy bills charged from November-2017 to October-2019 are to be revised by the Opposite Party, on the basis of actual monthly average consumption recorded in meter installed bearing SL.No." 809645".

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 Oct/November-2017 to Sept/October-2019, on the basis of actual monthly average consumption recorded in meter SL. No." 809645", considering initial reading as KWH"002497" & final meter reading as KWH"002950", 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.*




President

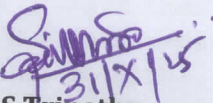
**Grievance Redressal Forum
TPWODL, Burla - 768017**

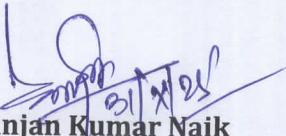
3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

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. Maheswar Kisan, C/O-Duna Kisan, At-Raital, Po-Jharagoga, 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/431/2025)