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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)/ 45564

Date: 31.10.25

Present:

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

1	Case No.	BRL/434/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sabita Behera C/O-Satyajit Behera At/Po-Kalla, Ps-Barkote, Dist-Deogarh-768110		4141-1109-0294	9937807984																																
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	15.10.2025																																			
5	In the matter of-	<table><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><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	15.10.2025																																			
9	Date of Order	31.10.25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

[Signature]
31/10/25

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Sabita Behera
Represented by Satyajit Behera

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

GRF Case No- BRL/434/2025

Sabita Behera
C/O-Satyajit Behera
At/Po-Kalla, Ps-Barkote,
Dist-Deogarh
Consumer No-4141-1109-0294

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Satyajit Behera on behalf of Sabita Behera appeared in the hearing on Dt. 15.10.2025 at the camp held at ESO Office, Barkote. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding provisional/average energy bills charged previously but failed to submit the nature & 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 Oct-2008 to Sept-2025, a Physical Verification Report carried out on 25.10.25 & 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 30.09.2008 with meter no "329454" under 'DOM-KTJ' category with CD-2.00 KW.
2. The bill served to consumer on actual basis up to Oct-2021 on meter no "WCV22312".
3. Then provisional/average bill served to consumer from Nov-2021 to Aug-2022 which has already been revised by Opposite Party on Dt.29.09.2023 and amount of Rs.424.29 debited & reflected in consumer ledger.
4. The Meter No "TPWODL1098096" was installed on Dt.10.10.2022 (FG) with IMR=0 and then the electricity served to consumer on actual basis up to Aug-2024. It can be observed in the billing month of Oct-2023 the meter reader punched CMR=3531 (IMR=1000), so 2531 units billed & Rs.15871.89 charged to consumer.


President

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5. There is provisional/average bill served to consumer from Sept-2024 to Oct-2024.
6. The Meter No "TWB161179" was installed on Dt.11.11.2024 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, bill revision will be done on the basis of "recast of reading" from Dec-2022 to Aug-2024, consumption recorded in meter no "TPWODL1098096" & the average billing from Sept-2024 to Oct-2024 may be revised by taking six-month average consumption recorded in meter no "TWB161179".

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 4141-1109-0294, having CD-2.00KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 30.09.2008. 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 a new meter bearing SL.No." TPWODL1098096" was installed on 10-Oct-2022, replacing the old defective meter No." WCV22312". Actual bills continued thereafter but, an excess bill was raised on actual basis with "2531" units in Oct-2023, considering the initial reading of KWH"1000" & current reading of KWH"3531"
2. Nov-2023 bill charged on actual basis with "169" units, taking into account advanced reading of KWH"3700". The meter readings were then advanced upto KWH" 4300", recorded in July-2024 billing.
3. Provisional bills charged from Sept-2024 to Oct-2024 were not revised/adjusted in subsequent billing months.
4. Subsequently, a new meter bearing SL.No." TWB161179" was installed on 11-Nov-2024, replacing the old defective meter No." TPWODL1098096" & actual bills continued to charge thereafter.

The Forum on scrutinizing the records, reports available on record construed that the actual meter reading accumulated upto KWH" 4300", as recorded in meter No." TPWODL1098096" in July-2024 billing are to be recasted/revised on actual monthly average basis, from the date of installation of above meter, to extend monthly slab benefit to the consumer & redress the grievances accordingly.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

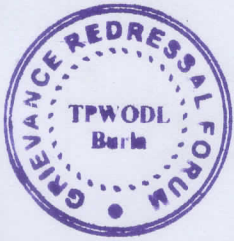
ORDER

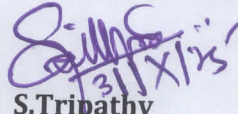
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

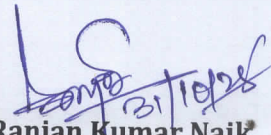
1. *The Opposite Party is directed to revise the energy bills charged from dtd. 10-Oct-2022 to July-2024 on the basis of recasting the total accumulated consumption of KWH"004300", on actual monthly average basis, recorded in meter SL.No." TPWODL1098096", duly adjusting the bill revision made earlier 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 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. Sabita Behera, C/O-Satyajit Behera, At/Po-Kalla, Ps-Barkote, 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/434/2025)