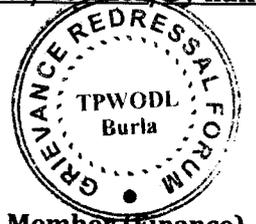


Grievance Redressal Forum

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)/46(4)

Date: 26.02.26

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

1	Case No.	BRL/44/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Khatu Kisan At-Tipirisingha, Po/Ps-Laimura, Dist-Deogarh		4141-1519-1131	
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			

President

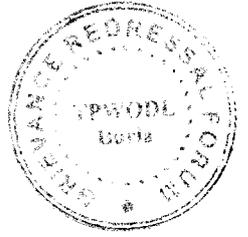
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Khatu Kisan

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



GRF Case No- BRL/44/2026

Khatu Kisan

At-Tipirisingha, Po/Ps-Laimura,

Dist-Deogarh

Consumer No-4141-1519-1131

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Khatu Kisan 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 in Aug/Sept-2016 & average bills raised from April-2017 to Aug-2021.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

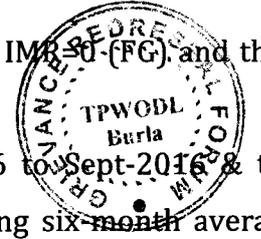
SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2011 to 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 15.12.2010 with meter no "812456" under 'DOM-KJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to March-2017 with meter no "812456".
3. It can be observed that, in the billing month of Aug Sep-2016 the meter reader punched CMR as '442' (less from previous meter reading i.e. 1270 on Jun July-2015), which effect total unit rounded up and 9172 units billed & Rs.46079.53 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'.
5. Then average bill served from April-2017 to June-2024.
6. The Meter No "TWSP51191977" was installed on Dt.11.07.2024 with IMR=0 (FG) and then the average bill served from July-2024 to April-2025 has already been revised by opposite party on Dt.16.06.2025 and amount of Rs.187.60 debited & reflected in consumer ledger.

President

7. The Meter No "TWST15060512" was installed on Dt.12.07.2025 with IMB-30-(FG) and then bill served to consumer on actual basis
8. The opposite party suggested that, abnormal billing from Aug-2016 to Sept-2016 & the average billing from April-2017 to Jan-2019 may be revised by taking six-month average consumption recorded in meter no "TWST15060512".



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 4141-1519-1131, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 15.12.2010. 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 licensees' available soft records (FG & Samadhan App) that actual bills charged upto March-2017 billing, as per advanced meter readings recorded in meter SL.No." 812456".
2. It was observed that Aug/Sept-2016 bill charged abnormally with "9172" units on actual basis, amounting to Rs.46079.53/-, considering initial reading of kwh"001270" & current negative reading of kwh"000442", thereby taking the consumption as meter "once rounded" for the month. The opposite Party in reply to the case admitted that there has been no suppress readings observed in the instant case.
3. Subsequently, provisional/average bills charged from April-2017 to June-2024
4. That, a new meter bearing SL.No." TWSP51191977" was installed later on 11-Jul-2024. However, the average bills charged from Jul-2024 to April-2025 have been revised by the Opposite Party with debit sundry (addition) of Rs.187.60/- effected, to consumer account on 16-06-2025, as per re-assessment carried out considering the actual consumption recorded in above mentioned meter.
5. That, another new smart meter bearing SL.No." TWST15060512" was installed on 12-Jul-2025, replacing the old defective meter No." TWSP51191977". Actual bills continued to charge thereafter since July-2025 onwards.
6. The Physical Verification Report dtd. 22.01.2026 indicated that the existing meter having SL.No." TWST15060512" has been found in running condition with advanced meter reading recorded as kwh"000039".


President
Grievance Redressal Forum
TPWODL, Burla - 768017

The Forum on scrutinizing the records, reports available on record construed that since no actual advanced consumption has been available after installation of subsequent meter No." TWSP51191977", the average energy bills charged limited upto & including two years prior to installation of meter SL. No." TWST15060512" (in consonance with regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. July-2022 to June-2024 are to be revised based on actual monthly average consumption recorded in above installed meter to redress the grievances accordingly. Further, the abnormal bill raised from Aug-2016 to Sept-2016 also to be revised as per consumption recorded in meter SL. No." TWST15060512".

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 Aug-2016 to Sept-2016, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWST15060512", 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 revise the energy bills charged from July-2022 to June-2024, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWST15060512", 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.*
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 March-2026) from the date of issue of this order.


S.Tripathy
Member(Finance)
Member


Ranjan Kumar Naik
(President)
President

Copy to: -

1. Khatu Kisan, At-Tipirisingha, Po/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/44/2026)