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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

GRIEVANCE REDRESSAL FORUM TPWODL Burla

Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 554

Date: 26.02.26

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

1	Case No.	BRL/45/2026				
2	Complainant/s	Name & Address		Consumer No	Contact No.	
		Kunu Dharua C/O-Padmimi Dharua At-Chilantikhol, Po-Parposi, Ps-Laimura, Dist-Deogarh		4141-1589-0132		
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				

26/2/26
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Kunu Dharua
Represented by Padmimi Dharua

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

GRF Case No- BRL/45/2026

Kunu Dharua
C/O- Padmimi Dharua
At-Chilantikhol, Po-Parposi, Ps-Laimura,
Dist-Deogarh
Consumer No-4141-1589-0132

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt Padmimi Dharua on behalf of Kunu Dharua 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 bills charged previously from January-2016 to September-2020.
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 28.05.2010 with meter no "812607" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to July-2014 on meter no "812607".
3. Then provisional & average bill served to consumer from Aug-2014 to Sept-2020.
4. The Meter No "LW566096" was installed on Dt.28.10.2020 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
5. The opposite party suggested that, the average billing from Oct-2018 to Sept-2020 may be revised by taking six-month average consumption recorded in meter no "LW566096".

Chairman
Grievance Redressal Forum
TPWODL, Burla - 768017

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 4141-1589-0132, having CD-0.11 KW 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. On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that average bills charged continuously from August/Sept-2014 to Sept-2020 billing, as no advanced meter readings were recorded in meter SL.No." 812607".
2. The ledger abstract revealed that a new meter bearing SL.No." LW566096" was installed subsequently on 28-Oct-2020 & actual bills continued to charge thereafter.
3. The Physical Verification Report dtd. 22.01.2026 indicated that above existing meter has been found in running condition with advanced meter reading recorded as kwh"002517".

The Forum on scrutinizing the records, reports available on record construed that average energy bills charged limited upto and including two years prior to installation of meter SL. No."LW566096" (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. October-2018 to September-2020 are to be revised by the Opposite Party based on actual monthly average consumption recorded in in above installed meter to redress the grievances accordingly.

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 October-2018 to September-2020, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW566096", 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 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.*

28/2/26

President
Grievance Redressal Forum
TPWODL, Burla - 768017