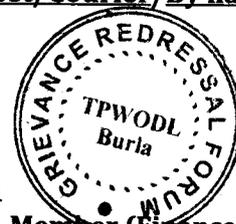


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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

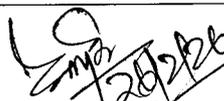


Ref: GRF/Burla/Div/DED/ (Final Order)/ 43(4)

Date: 26.02.26

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

1	Case No.	BRL/46/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jaya Kissan C/O-Lata Kisan At-Lambadora, Po/Ps-Laimura, Dist-Deogarh		4140-0103-1647	
3	Respondent/s	E.E (Elect), DED,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-** Jaya Kissan  
Represented by Lata Kisan



**For the Respondent -** E.E(Electrical), DED, Deogarh, TPWODL

**GRF Case No- BRL/45/2026**

Jaya Kissan  
C/O- Lata Kisan  
At-Lambadora, Po/Ps-Laimura,  
Dist-Deogarh  
Consumer No-4140-0103-1647

**COMPLAINANT**

**VRS**

**OPPOSITE PARTY**

E.E(Electrical), DED, Deogarh, TPWODL

**GIST OF THE CASE**

Smt Lata Kisan on behalf of Jaya Kissan 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 date of power supply to Aug-2021 billing.
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 Nov-2017 to Dec-2025, a Physical Verification Report carried out on 20.02.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply was released Dt.16.11.2016 for 'Irrigation & Pumping' purpose (CD-2.24 KW) but without meter which lead to average billing since beginning upto March-2022.
2. Then, a new meter bearing sl no "TPU35366" installed in April-2022 (08.04.2022) which is continuing so far properly with reading '360' KWh as per PVR on Dt.20.02.2026.
3. The opposite party recommended for bill revision from May-2020 to Apr-2022 by obtaining monthly average consumption taking IMR=100 (FMR Feb-23) & FMR =257 (Aug-2023)

**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 4140-0103-1647, having CD-2.24 KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Tileibani & initial power supply effected on 16.11.2016. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

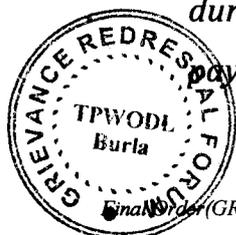
1. On examining the case in detail, the Forum observed from the licensees' available soft records (FG & Samadhan App) that average bills were charged continuously from date of initial power supply till March-2022 billing, as no meter was installed against the Lift Irrigation Point to record consumption.
2. That, a new meter bearing SL.No." TPU35366" was installed later on 08-Apr-2022. April-2022 bill raised on actual basis with "271" units , even though current reading of kwh"000001" was recorded for the month. However, provisional bills charged thereafter were adjusted fully in subsequent billing months as per advanced consumption recorded in new meter installed.
3. The ledger abstract revealed that average bills have been generated from Aug-25 to Jan-2026 billing. However, the Physical Verification Report dtd. 20.02.2026 indicated that the existing meter having SL.No." TPU35366" has been found in running condition with meter status found "ok", having 3HP motor installed in the premises & current meter reading recorded as kwh"000360", with a observation that the supply has not been in use in recent period.

The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged limited upto & including two years prior to installation of meter SL. No." TPU35366" (in consonance with regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. May-2020 to April-2022 are to be revised based on actual monthly average consumption recorded 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

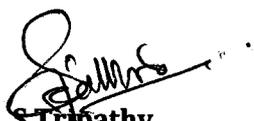
1. *The Opposite Party is directed to revise the energy bills charged from May-2020 to April-2022, on the basis of actual monthly average consumption recorded in meter SL. No." TPU35366", considering initial reading of kwh"000023" as in March-2023 & final reading of kwh"000257" as in Aug-2023 billing, 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 March-2026) 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. Jaya Kissan, C/O- Lata Kisan At-Lambadora, 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:Bhoingar, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/46/2026)

