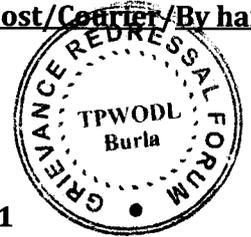


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 47(4)

Date: 26.02.26

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

1	Case No.	BRL/49/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Budhu Kisan C/O-Debaki Kisan At-Lambodara, Po/Ps-Laimura, Dist-Deogarh		4141-1519-2697	
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- Budhu Kisan
Represented by Debaki Kisan

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

GRF Case No- BRL/49/2026

Budhu Kisan
C/O- Debaki Kisan
At-Lambodara, Po/Ps-Laimura,
Dist-Deogarh
Consumer No-4141-1519-2697

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Debaki Kisan on behalf of Budhu 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 average energy bills charged previously but failed to submit the period of 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 March-2013 to Dec-2025, 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.

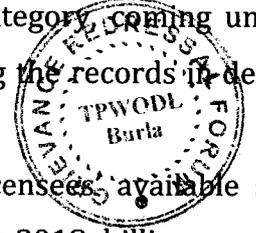
1. As per billing data the power supply given to consumer premises on 05.06.2012 with meter no "807709" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to July-2018 on meter no "807709".
3. Then provisional & average bill served to consumer from Aug-2018 to Oct-2021.
4. The Meter No "WLT283351" was installed on Dt.12.11.2021 with IMR=0 (FG). The average bill served from Nov-2021 to Oct-2022 has already been revised by Opposite Party on Dt.20.11.2022 and amount of Rs.75.50 debited & reflected in consumer ledger and onwards electricity bill served to consumer on actual basis.
5. The opposite party suggested that, the average billing from Aug-2018 to July-2020 may be revised by taking six-month average consumption recorded in meter no "WLT283351".


President

Grievance Redressal Forum
TPWODL, Barta - 766017

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 4141-1519-2697, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 05.06.2012. 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 actual bills charged upto July-2018 billing, as per advanced meter readings recorded in meter SL.No." 807709".
2. Thereafter, provisional/average bills charged subsequently from Aug-2018 to Oct-2021.
3. That, a new meter bearing SL.No." WLT283351" was installed later on 12-Nov-2021 & actual bills continued to charge thereafter. That, average bills charged from Nov-21 to Oct-2022 is already revised by the Opposite Party & Rs. 75.50/- was debited(added)to consumer account on 20-11-2022 as per re-assessment carried out considering the actual consumption recorded in above mentioned meter.
4. 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"000667".

The Forum on scrutinizing the records, reports available on record construed that average energy bills charged limited upto & including two years prior to installation of meter SL. No." WLT283351" (in consonance with regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. Nov-2019 to Oct-2021 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 Nov-2019 to Oct-2021, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." WLT283351", 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.*

President
Barla Forum

