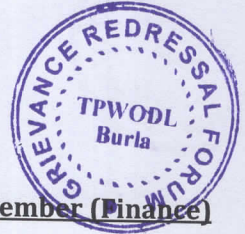


**Grievance Redressal Forum
TPWODL, BURLA**

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)



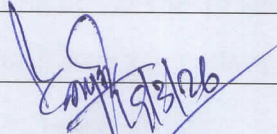
Ref: GRF/Burla/Div/DED/ (Final Order)/ 122(4)

Date: 19.03.2026

Present:

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

1	Case No.	BRL/73/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanu Pradhan C/O-Bharat Pradhan At-Samantarpali, Po/Ps-Deogarh, Dist-Deogarh		4141-1455-0479	8457938001
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	17.02.2026			
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	17.02.2026			
9	Date of Order	19.03.2026			
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, Deogarh

Appeared

For the Complainant- Sanu Pradhan
Represented by Bharat Pradhan

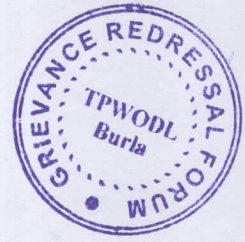
For the Respondent - SDO(Electrical), Deogarh, TPWODL.

GRF Case No- BRL/73/2026

Sanu Pradhan
C/O- Bharat Pradhan
At-Samantarpali, Po/Ps-Deogarh,
Dist-Deogarh
Consumer No-4141-1455-0479

VRS

SDO(Electrical), Deogarh, TPWODL



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bharat Pradhan on behalf of Sanu Pradhan appeared in the hearing on Dt. 17.02.2026 at the camp held at ESO Office, Deogarh. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding abnormal energy bills charged previously after installation of new meter but failed to submit the period & nature 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 Apr-2012 to Jan-2026, a Physical Verification Report carried out on 26.02.26 & 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 28.10.2011 with meter no "796814" under 'DOM' category with CD-1.5 KW (FG).
2. The bill served to consumer on actual basis up to Dec-2018 on meter no "796814".
3. It can be observed that, provisional & average bill charged from Julu-2015 to Feb-20178 & during the billing month of Nov/Dec-2018 the meter reader punched CMR as '2666'. So, '1766' units billed & Rs.8546.85 charged to consumer account.
4. Then provisional bill served to consumer from Jan-2019 to Feb-2019.
5. The Meter No "LW163377" was installed on Dt.02.02.2019 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis
6. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from July-15 to Dec-2018 consumption recorded in meter no "796814" & the provisional billing from Jan-2019 to Feb-2019 may be revised by taking six-month average consumption recorded in meter no "LW163377".

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 4141-1455-0479, having CD-1.50 KW under LT-Domestic category, coming under ESO-Deogarh & initial power supply effected on 28.10.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

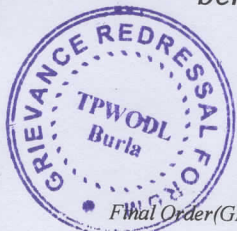
1. On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that there were no consistency observed in billing pattern with reference to actual billing, as per recorded consumption noted in initial meter SL.No." 796814", leading to provisional, average & actual bills charged intermittently from first energy billing i.e. April-2012 till Dec-2018.
2. That, a new meter bearing SL.No." LW163377" was installed on 09-Feb-2019, but updated later in billing on 24-Sep-2021, replacing the old defective meter No." 796814". The Physical Verification Report dtd. 26.02.2026 indicated that the existing meter having SL.No." LW163377" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"003886".
3. The Opposite Party has already revised the bills from Feb-2019 to Nov-2022 & Rs. 531.50/- credited back to consumer account on 02-01-2023.

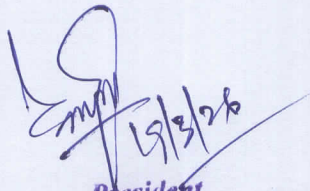
The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from the date of initial power supply i.e. from 28.10.2011 to Dec-2018 are to be recasted by the Opposite Party based on actual monthly average consumption recorded in meter No." 796814", to redress the grievances in an efficacious manner.

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 recast the energy bills charged from from the date of initial power supply i.e. from 28.10.2011 to Dec-2018 , on the basis of actual monthly average consumption recorded in meter SL. No." 796814", to be evaluated by considering initial reading as on the date of installation of above meter & final reading as kwh" 2666" as in Dec-2018, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*




President
Grievance Redressal Forum
TPWODL, Burla - 768017

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.

In terms of the above, the petition is disposed of.

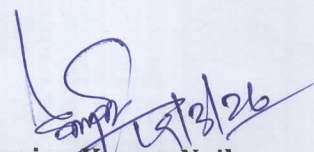
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of April-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017



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. Sanu Pradhan, C/O- Bharat Pradhan At-Samantarpali, Po/Ps-Deogarh, 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/73/2026)

