

**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)



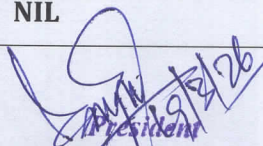
Ref: GRF/Burla/Div/DED/ (Final Order)/1214

Date: 19.3.2026

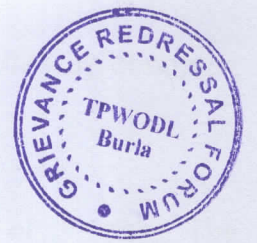
Present:

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

1	Case No.	BRL/77/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Panu Chandra Patra C/O-Rabi Patra At-Kunjamb, Po-Tungamal, Block-Reamal, Dist-Deogarh-768109	4140-0103-0368	8260677117	
3	Respondent/s	E.E. (Elect),DED, 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			


 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Reamal



Appeared

For the Complainant- Panu Chandra Patra
Represented by Rabi Patra

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

GRF Case No- BRL/77/2026

Panu Chandra Patra
C/O- Rabi Patra
At-Kunjamb, Po-Tungamal, Block-Reamal,
Dist-Deogarh
Consumer No-4140-0103-0368

COMPLAINANT

VRS
E.E. (Elect),DED, Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Rabi Patra on behalf of Panu Chandra Patra appeared in the hearing on Dt. 17.02.2026 at the camp held at ESO Office, Reamal. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding abnormal energy bills charged previously 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 May-2001 to Jan-2026, a Physical Verification Report carried out on 07.03.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The supply of power was released on 06.11.1994 for 'Irrigation & Pumping' purpose (CD-1.50 HP) but without meter which leads to average billing since beginning up to Mar-2004.
2. There is new Meter bearing Sl No "WESCO9041470" installed in April-2004 which is continued up to Dec-2004.
3. After that, another meter Sl No "1979279" came into function in Jan-2005 which was in existence till May-2024 but almost average billing have been raised except few intermittent actual bills.
4. Another meter sl no "TWSP51178221" installed in June-2024 and continuing so far properly with reading '125' KWh as on PVR Dt.06.03.2026. Actual billing are being raised after installation of present meter. The point seems to have not been running with full loads as very low consumption observed.

5. The opposite party suggested that, bill revision from June-2022 to May-2024 by obtaining monthly average consumption recorded in the present meter.

OBSERVATION

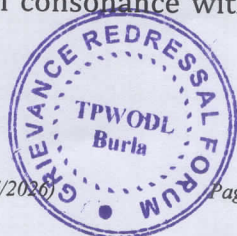
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4140-0103-0368, having CD-1.5 HP under LT-Irrigation Pumping & Agriculture category, coming under ESO-Budhapal & initial power supply effected on 06.11.1994. 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 provisional/average bills were raised previously from March-2005 to Oct-2013, as no advanced consumption were recorded in meter No." 1979279".
2. Nov-2013 bill charged on actual basis with "95" units, considering the advanced reading of kwh"1400" recorded in above mentioned meter. However, such prov./average bills charged above were not revised during subsequent billing period as evident from records.
3. Average bills were again charged from Aug-2014 to May-24 on different units from time to time.
4. That, a new meter bearing SL.No." TWSP51178221" was installed on 19-Jun-2024, replacing the old defective meter No." 1979279" & actual bills continued to charge thereafter. The average bill raised in June-24 subsequently revised by the Opposite Party.
5. The Physical Verification Report dtd. 07.03.2026 indicated that the existing meter having SL.No." TWSP51178221" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000125".

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from June-2022 to May-2024 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." TWSP51178221". Further, the energy bills raised from January-2005 to November-2013 are to be recasted on actual monthly average consumption recorded in meter No." 1979279", 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



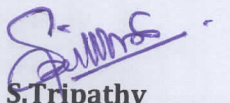
[Handwritten Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. The Opposite Party is directed to recast the energy bills charged from January-2005 to Nov-2013, on the basis of actual monthly average consumption recorded in meter SL. No." 1979279", to be evaluated by considering initial reading as on the date of installation of above meter & final reading as kwh"1400" as in Nov-2013, 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 June-2022 to May-2024, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." TWSP51178221", from the date/month of installation of the same, 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.

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. Panu Chandra Patra, C/O- Rabi Patra At-Kunjamb, Po-Tungamal, Block-Reamal, 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/77/2026)