

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)

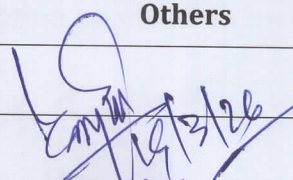


Ref: GRF/Burla/Div/DED/ (Final Order)/ 11844

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/86/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kapila Patra C/O-Sunelika Patra At-Majhipali, Po-Kansar, Via-Gohiraddam, Dist-Deogarh-768121		4141-1529-1083	8018692408
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	18.02.2026			
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	18.02.2026			
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, Tileibani



Appeared

For the Complainant- Kapila Patra
Represented by Sunelika Patra

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

GRF Case No- BRL/86/2026

Kapila Patra
C/O- Sunelika Patra
At-Majhipali, Po-Kansar, Via-Gohiraddam,
Dist-Deogarh
Consumer No-4141-1529-1083

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sunelika Patra on behalf of Kapila Patra appeared in the hearing on Dt. 18.02.2026 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 bill charged previously in Jan/Feb-2016 with "9396" units, amounting Rs.53123/- that has elevated the arrear position.
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 04.03.26 & 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 27.08.2010 with meter no "806178" under 'DOM-KJ' category with CD-0.11 KW (FG).
2. The bill served to consumer on actual basis up to Jan-2026 on meter no "806178".
3. It can be observed that, in the billing month of Jan/Feb-2016 the meter reader punched CMR as '916' (less from previous meter reading), which effect total unit rounded up and '9636' units billed & Rs.53123.26 charged to consumer account.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of 'suppression of reading'.
5. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Feb-2016 considering the consumption recorded in meter no "806178".

President
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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 4141-1529-1083, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 27.10.2010. 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 licensees available soft records (FG & Samadhan App) that June-14, Feb-15, Aug-15 bills charged on actual basis considering the current reading reading of kwh- "900", kwh-"1180", kwh-"1280", recorded in meter SL.No." 806178".
2. Feb-2016 bill raised on actual basis with "9396" units, considering the current reading of kwh"916" & initial reading of kwh"1280" recorded in meter SL.No." 806178", thereby counting the consumption as "meter once rounded".
3. Thereafter, meter readings were advanced till last billing, from the last reading of kwh"916" recorded upto Feb-2016 billing.
4. The Physical verification report dtd. 04.03.2026 indicated that the existing meter having SL.No."806178" has been found in running condition with advanced reading recorded as kwh"1419".

The Forum on scrutinizing the records, reports available on record construed that the accumulated consumption of "9636" units recorded upto Jan/Feb-2016 billing are to be recasted from the date of installation of meter SL.No." 806178", based on actual monthly average consumption recorded, 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 accumulated consumption of "9636" units recorded upto Jan./Feb-2016 billing, from the date of installation of meter SL.No." 806178", based on actual monthly average consumption derived, 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.

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**

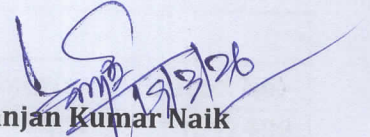


S. Tripathy

Member (Finance)

Member

**Grievance Redressal Forum
TPWODL, Burla - 768017**



Ranjan Kumar Naik

(President)

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Copy to: -

1. Kapila Patra, C/O- Sunelika Patra At-Majhipali, Po-Kansar, Via-Gohiraddam, 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/86/2026)

