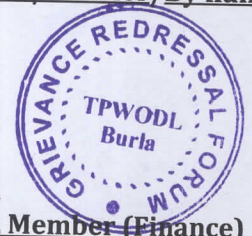


Grievance Redressal Forum
TPWODL, BURLA

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)/ 119(4)

Date: 19.03.2026

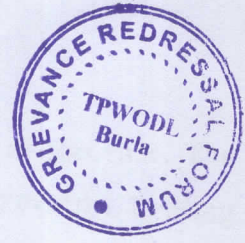
Present:

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

1	Case No.	BRL/87/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Dhanu Patra C/O-Prashna Patra At-Nuabhuin, Po-Tainsir, Ps-Deogarh, Dist-Deogarh	4141-1511-0431	7751819673	
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			

(Signature)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Dhanu Patra
Represented by Prashna Patra

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

GRF Case No- BRL/87/2026

Dhanu Patra
C/O- Prashna Patra
At-Nuabhuin, Po-Tainsir, Ps-Deogarh,
Dist-Deogarh
Consumer No-4141-1511-0431

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Prashna Patra on behalf of Dhanu 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 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 March-2010 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 21.02.2010 with meter no "192258" under 'DOM' category with CD-1.00 KW (FG).
2. The bill served to consumer on actual basis up to March-2012 on meter no "192258".
3. Then provisional & average bill served to consumer from Apr-2012 to feb-2018.
4. The Meter No "WLT072840" was installed on Dt.04.03.2018 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis
5. The opposite party suggested that, the average billing from Mar-2016 to Feb-2018 may be revised by taking six-month average consumption recorded in meter no "WLT072840".

President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 4141-1511-0431, having CD-1.00 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 21.02.2010. 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 actual bills charged upto March-2012 billing, as per advanced consumption were recorded in meter No." 192258".
2. Thereafter, average bills charged from April-2012 to Feb-2018 on different units from time to time.
3. That, a new meter bearing SL.No." WLT072840" was installed during March-2018, replacing the old defective meter No." 192258" & actual bills continued to charge thereafter & latest Physical Verification Report dtd. 04.03.2026 revealed that the above meter has been found in running condition with advanced reading recorded as kwh"5262".


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 March-2016 to Feb-2018 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." WLT072840", 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 revise the energy bills charged from March-2016 to Feb-2018, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." WLT072840", 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.*
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.*

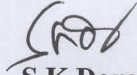



President
Grievance Redressal Forum
TPWODL, Burla - 768017

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.

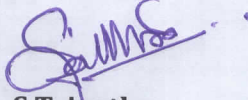


S.K Dora
(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017

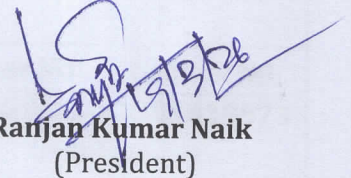
Copy to: -

1. Dhanu Patra, C/O- Prashna Patra At-Nuabhui, Po-Tainsir, 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.



S.Tripathy
Member (Finance)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)

President
Grievance Redressal Forum
TPWODL, Burla - 768017

"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/87/2026)

