

**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)/468(4)

Date: 31/10/25

Present:

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

1	Case No.	BRL/424/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pavitra Pradhan C/O-Urmila Pradhan At-Chheliyamendhia, Po-Dimirikuda, Dist-Deogarh		4141-1549-0757	8249210124
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	14.10.2025			
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	14.10.2025			
9	Date of Order	31/10/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

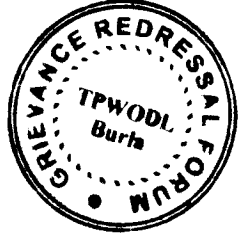
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Pavitra Pradhan
Represented by Urmila Pradhan

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



GRF Case No- BRL/424/2025

Pavitra Pradhan
C/O-Urmila Pradhan
At-Chheliyamendhia, Po-Dimirikuda,
Dist-Deogarh
Consumer No-4141-1549-0757

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Urmila Pradhan on behalf of Pavitra Pradhan appeared in the hearing on Dt. 14.10.2025 at the camp held at SDO Office, Deogarh. The complainant submitted during course of hearing in brief as follows:

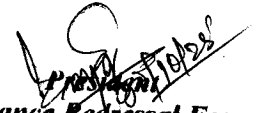
1. The complainant has raised objection regarding provisional/average energy bills charged during 2018 to 2019.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2011 to Sept-2025, a Physical Verification Report carried out on 16.10.25 & 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 28.05.2010 with meter no "821296" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to July-2014.
3. The average bill served to consumer from Aug-2014 to Dec-2020.
4. The Meter No "LW415099" was installed on Dt.20.01.2020 (FG) with IMR=1 and then the electricity bill served to consumer on actual basis upto Nov-2022.
5. There is average bill served to consumer from Dec-2022 to Jan-2024, has already been revised by Opposite Party on Dt.23.06.2025 and amount of Rs.196.36 withdrawn & reflected in consumer ledger.
6. The Meter No "TWB114829" was installed on Dt.25.02.2024 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, the average billing from Dec-2017 to Nov-2019 may be revised by taking six-month average consumption recorded in meter no "LW415099".


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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 4141-1549-0757, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 28.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

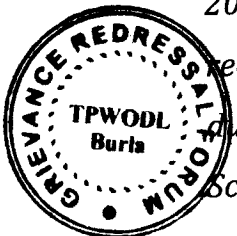
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft record (FG & Samadhan App) that average bills charged from August-2014 to November-2019 @40 units/60units/160 units on bi-monthly basis from time to time.
2. Provisional bills charged from Sept-2024 to Oct-2024 were not revised/adjusted in subsequent billing months.
3. Subsequently, a new meter bearing SL.No." LW415094" was installed & updated in billing during December-2019, replacing the old defective meter No." 821296" & actual bills continued to charge upto November-2022.
4. Another new meter bearing SL.No." TWB114829" was installed on 25-Feb-2024, replacing the old defective meter No." LW415094" & actual bills continued to charge thereafter.
5. The ledger abstract indicated that average bills charged from December-2022 to January-2024 were already revised by the Opposite Party & Rs.752.02/- was credited back (withdrawn from) to the consumer's account on 09-01-2023.

The Forum on scrutinizing the records, reports available on record construed that the 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 Dec-2017 to Nov-2019 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in subsequent meter installed bearing SL.No." LW415094".

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 Dec-2017 to Nov-2019 on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW415094", 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.*

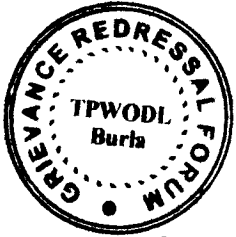


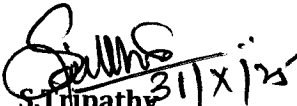
[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

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.

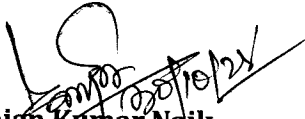
Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of November-2025) from the date of issue of this order.




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. Pavitra Pradhan, C/O-Urmila Pradhan, At-Chheliyamendhia, Po-Dimirikuda, 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/424/2025)