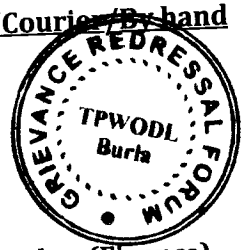


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 470(4)

Date: 31/10/25

Present:

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

1	Case No.	BRL/433/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Balaram Sahu C/O-Dinesh Ku Sahu At-Majhi Chakundapal, Po-Bhatsing, Ps-Barkote, Dist-Deogarh-768108		4140-0103-1517	7326089025																																
3	Respondent/s	E.E (Elect),DED, Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	15.10.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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6. Others																																					
8	Date(s) of Hearing	15.10.2025																																			
9	Date of Order	31/10/25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

[Signature]
31/10/25

Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Balaram Sahu
Represented by Dinesh Ku Sahu

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



GRF Case No- BRL/433/2025

COMPLAINANT

Balaram Sahu
C/O-Dinesh Ku Sahu
At-Majhi Chakundapal, Po-Bhatsing,
Ps-Barkote
Dist-Deogarh
Consumer No-4140-0103-1517

OPPOSITE PARTY

VRS

E.E(Electrical), DED, Deogarh, TPWODL.

GIST OF THE CASE

Sri Dinesh Ku Sahu on behalf of Balaram Sahu appeared in the hearing on Dt. 15.10.2025 at the camp held at ESO Office, Barkote. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding average energy bills charged from the date of initial power supply till July-2023.
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 Jan-2021 to Aug-2022, a Physical Verification Report carried out on 27.10.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply to consumer released on 28.06.2017 without meter under 'Irrigation & Pumping' category with leads to average billing until new meter installation. The new Meter No "10044232" was installed on Dt.06.09.2023, after that actual billing are being continued.
2. Since then the same meter is continuing so far properly with reading '1152' KWh as on PVR taken Dt. 27.10.25.
3. The opposite party suggested that, bill revision will be done for a period of 02 years just prior to the month of installation of existing meter (i.e 06.09.25) by obtaining monthly average from actual consumption made in subsequent six month.

President

Grievance Redressal Forum
TPWODL, Burla - 768011

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 4140-0103-1517, having CD-3.00KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Barkote & initial power supply effected on 28.06.2017. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

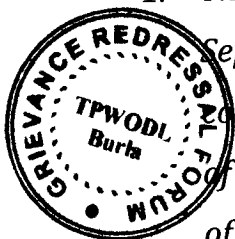
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensee's soft record (FG & Samadhan App) that continuous provisional/average bills were charged date of initial supply to July-2023 billing left with no meter installed for such a long period of time. Hence, the actual consumption could not tracked & bills continued charge on average basis, which could have been avoided if timely meter installation were effected. The Forum strongly condemns such inaction by the Opposite Party and vouch to act proactively to combat such deficiencies in future.
2. A new meter bearing SL.No." 10044232" was installed on 06-Sep-2023 and actual bills continued to charge till last billing as per consumption recorded in above meter.

The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged limited upto & including two years prior to installation of new meter SL.No." 10044232" (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019), on the basis of succeeding months actual monthly average consumption recorded, to redress the grievances accordingly.

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

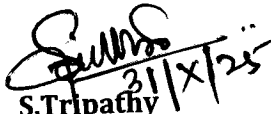
1. *The Opposite Party is directed to revise the energy bills charged from October-2021 to September-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." 10044232", from the date/month of installation of the same, duly adjusting the bill revision made 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.*



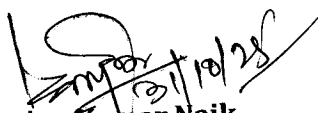
3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

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. Balaram Sahu, C/O-Dinesh Ku Sahu, At-Majhi Chakundapal, Po-Bhatsing, Ps-Barkote, 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/433/2025)

