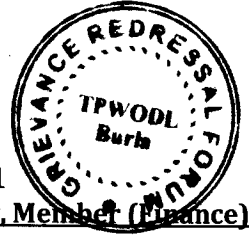


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 465(4)

Date: 31.10.25

Present:

Sri Ranjan Kumar Naik, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/437/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sambaru Patra C/O-Jhili Patra At-Bhadaposi, Po-Balanda, Ps-Barkote, Dist-Deogarh-768110		4141-1156-1663	7008815393
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	15.10.2025			
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	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			

Ranjan Kumar Naik
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Sambaru Patra
Represented by Jhili Patra

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



GRF Case No- BRL/437/2025

COMPLAINANT

Sambaru Patra
C/O-Jhili Patra
At-Bhadaposi, Po-Balanda,
Ps-Barkote,
Dist-Deogarh
Consumer No-4141-1156-1663

OPPOSITE PARTY

VRS

SDO(Electrical), Deogarh, TPWODL.

GIST OF THE CASE

Smt Jhili Patra on behalf of Sambaru Patra 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 2018.
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-2001 to Sept-2025, a Physical Verification Report carried out on 26.10.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Then average bill served to consumer upto Sept-2018.
2. The Meter No "LW061947" was installed on Dt.25.10.2018 (FG) with IMR=1 and then onwards the electricity bill served to consumer on actual basis.
3. The opposite party suggested that, the average billing from Oct-2016 to Sept-2018 may be revised by taking six-month average consumption recorded in meter no "LW061947".

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 4141-1156-1663, having CD-0.11KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

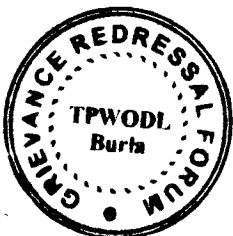
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft record (FG & Samadhan App) that continuous average bills were charged upto September-2018 billing left with no meter installed for such a long period of time. Hence, the actual consumption could not tracked & bills continued charge on average basis for more than 17 years, 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." LW061947" was installed on 25-Oct-2018. However, Provisional bills again continued from Oct-2018 to Sept-2019 billing. Nov-2018 bill charged on actual basis, auto-adjusting the provisional bills raised for above period.

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 October-2016 to September-2018 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in subsequent meter installed bearing SL.No." LW061947".

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-2016 to September-2018, on the basis of actual monthly average consumption recorded in meter SL. No." LW061947", considering initial reading as on the date/month of installation of above mentioned meter and final reading as Kwh"001572" as on November-2019, 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.*

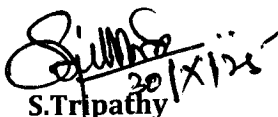



President
Grievance Redressal Forum
TPWODL, Burla - 768017

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.

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.

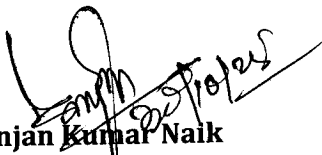

S. Tripathy

Member (Finance)

Member

Grievance Redressal Forum

TPWODL, Burla - 768017


Ranjan Kumar Nalk

(President)

President

Grievance Redressal Forum

TPWODL, Burla - 768017

Copy to: -

1. Sambaru Patra, C/O-Jhili Patra, At-Bhadaposi, Po-Balanda, 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/437/2025)

