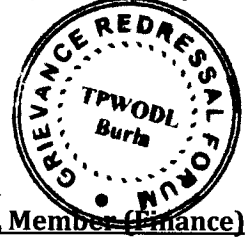


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 466(4)

Date: 31/10/25

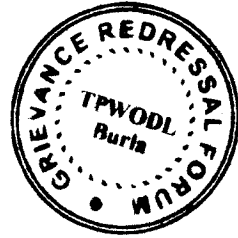
Present:

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

1	Case No.	BRL/440/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Somnath Sahu C/O-Kuljeet Sahu At/Po-Kalla, Ps-Barkote, Dist-Deogarh		4141-1159-0589	8018886887																																
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-	<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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6	Section(s) of Electricity Act, 2003 involved																																				
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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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)
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Barkote



Appeared

For the Complainant- Somnath Sahu
Represented by Kuljeet Sahu

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

GRF Case No- BRL/440/2025

Somnath Sahu
C/O-Kuljeet Sahu
At/Po-Kalla, Ps-Barkote,
Dist-Deogarh
Consumer No-4141-1159-0589
VRS
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Kuljeet Sahu on behalf of Somnath 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 abnormal energy bills charged previously but failed to submit the period & nature of billing 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 Mar-2001 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 under 'DOM' category with CD-3.00 KW (FG).
2. The consumer registered for OTSS-2022 on Dt.12.02.2023 and deposited the OTS installment receipt amount of Rs.13478/- on Dt. 09.03.2023 & also availed the OTS rebate amount of Rs.11475.7/- which is reflected in consumer ledger on Dt.09.03.2023.
3. The old Meter No "42408" was replaced with new meter "TPWODL1098495" on Dt.28.09.2022 (FG) with IMR=0. Then onwards the electricity bill served to consumer on actual basis
4. The Meter No "TPWODL1098096" was installed on Dt.10.10.2022 (FG) with IMR=0 and then the electricity served to consumer on actual basis up to Aug-2024.

President

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

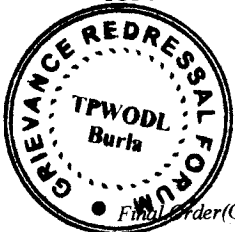
5. It can be observed from the billing ledger that, the meter reader punched CMR=7776 in the billing month of Sept-2024 (previously reading taken as 1586 in Aug-2024), so 6190 units billed & Rs.38861.36 charged to consumer account which has already been revised by opposite party on Dt.16.11.2024 (FG) and amount of Rs.4867.86 withdrawn & reflected in consumer ledger.
6. The opposite party suggested that, bill revision is not preferable, so the case may be dropped.

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 4141-1159-0589, having CD-3.00KW 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, submission made by the Opposite Party and on examining the case in detail, the Forum observed from the available soft records (FG & Samadhan App) that the complainant had availed the OTSS benefit & availed the rebate of Rs.11475.72/-, reflected in consumer ledger on 09.03.2023.
2. That, a new meter bearing SL.No." TPWODL1098495" was installed on 28-Sep-2022, replacing the old defective meter No." 42408". Actual bills continued to charge thereafter till last billing. However, an erratic/abnormal bill was charged in Sept-2024, on actual consumption basis with" 6190" in a single month, considering initial reading of KWH"1586" & final reading of KWH"7776".
3. It was observed from records that that the energy bills charged from September-2022 to October-2024 (including the Sept-24 abnormal bill) were already revised by the Opposite Party based on actual meter consumption recorded in meter SL.No." TPWODL1098495" & Rs.4867.86/- was credited (withdrawn from) to the consumer's account on 16-11-2024.

The Forum on scrutinizing the records, reports available on record construed that since the Complainant has already availed the OTSS benefit, there is no further scope to re-visit the billing done prior to December-2020. Further, the Opposite Party has acted upon the grievances so emanated in Sept-2024 billing & revised the energy bills from Sept-2022 to Oct-2024. The above bill revision carried out by the Opposite Party was found to be genuinely assessed as per regulations in force and hence, there is no further scope of revision of earlier bills.



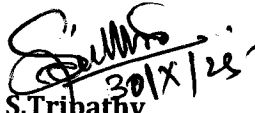

President
Grievance Redressal Forum
TPWODL, Burla - 768017

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

The instant case is hereby dismissed.

Accordingly, the case is disposed of.


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. Somnath Sahu, C/O-Kuljeet Sahu, At/Po-Kalla, 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/440/2025)

