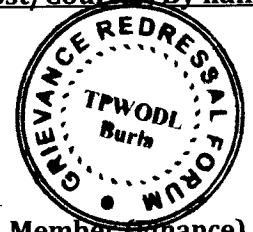


**Grievance Redressal Forum
TPWODL, BURLA**

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)



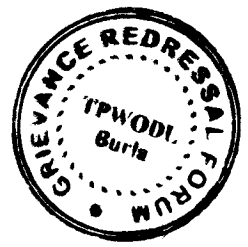
Ref: GRF/Burla/Div/DED/ (Final Order)/ 467(4)

Date: 31.10.25

Present:

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

1	Case No.	BRL/442/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tikeswar Pradhan At-Badbahal, Po-Dantribahal, Ps-Barkote, Dist-Deogarh-768108		4141-1122-0981	
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			



Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Tikeswar Pradhan

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

GRF Case No- BRL/442/2025

Tikeswar Pradhan

At-Badbahal, Po-Dantribahal,

Ps-Barkote,

Dist-Deogarh

Consumer No-4141-1122-0981

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Tikeswar Pradhan 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 Jan-2020 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. As per billing data the power supply given to consumer premises on 02.01.2020 with meter no "4168899" under 'DOM' category with CD-1.00 KW.
2. The bill served to consumer on actual basis up to May-2020.
3. Then provisional/average bill served to consumer from Jun-2020 to July-2022.
4. The Meter No "TPWODL1051000" was installed on Dt.08.08.2022 (FG) with IMR=0 and then the electricity served to consumer on actual basis.
5. The opposite party suggested that, the average billing from June-2020 to July-2022 may be revised by taking six-month average consumption recorded in meter no "TPWODL1051000".

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 4141-1122-0981, having CD-1.00KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 02.01.2020. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

[Handwritten signature]
15/10/25

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 May-2020 bill charged on actual basis as per consumption recorded in meter SL.No." 4168899".
2. Provisional & average bills charged thereafter from June-2020 to July-2022 on different units, that were not revised/adjusted in subsequent billing months.
3. A new meter bearing SL.No." TPWODL1051000" was installed on 08-Aug-2022, replacing the old defective meter No." 4168899" & actual bills continued to charge thereafter.

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 August-2020 to July-2022 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in subsequent meter installed bearing SL.No." TPWODL1051000".

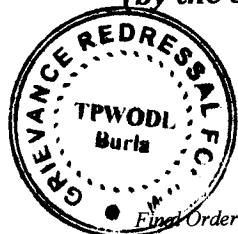
ORDER

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 August-2020 to July-2022 on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TPWODL1051000", 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
30/11/25
S. Tripathy
Member (Finance)
Member

Ranjan Kumar Naik
Ranjan Kumar Naik
(President)
President

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Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Tikeswar Pradhan, At-Badbahal, Po-Dantribahal, 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/442/2025)

