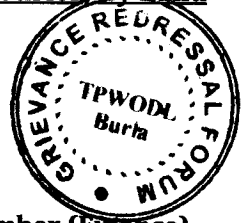


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)**



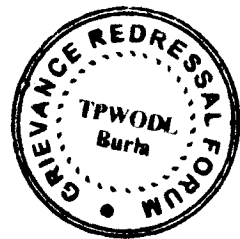
Ref: GRF/Burla/Div/DED/ (Final Order)/ 9264)

Date: 17/06/2025

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/185/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chumunu Lakra C/O-K. Lakra (Daughter in law) At-Prabhasuni, Po-Tileibani, Ps-Tileibani Dist-Deogarh		4141-1569-0392	
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	15.04.2025			
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	15.04.2025			
9	Date of Order	17/06/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Tileibani

**Appeared**

**For the Complainant-** Chumunu Lakra  
Represented by K. Lakra

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

**GRF Case No- BRL/185/2025**

Chumunu Lakra  
C/O-K. Lakra (Daughter in Law)  
At-Prabhasuni, Po-Tileibani,  
Dist-Deogarh  
Consumer No-4141-1569-0392

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Smt K. Lakra, Daughter in law of Chumunu Lakra appeared in the hearing on Dt. 15.04.2025 at the camp held at ESO Office, Tileibani. The Complainant filed the petition disputing the abnormal and erratic energy bills charged against his domestic connection particularly from January-2024 to June-2024. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Nov-2018 to Feb-2025, a Physical Verification Report carried out on 17.04.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

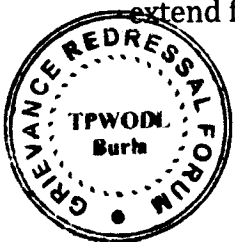
1. As per billing data the power supply given to consumer premises on 18.09.2018 with meter no "1864626" under 'KTJ' category with CD-0.25 KW.
2. The bill served to consumer on actual basis up to Dec-2022 on meter no, "1864626".
3. The provisional/average bill served to consumer from Jan-2023 to Dec-2023.
4. The Meter No "TWB620833" was installed on Dt.31.01.2024 with IMR=0 (FG) and then the electricity bill served to consumer on actual basis.
5. In view of grievance, the consumer has expressed his doubt the accuracy of meter no "TWB620833". So, it is requested to consumer to deposit the meter testing fees to test the meter. Hence, it is difficult in the part of opposite party to reply the version of complainant without any documentary evidence.
6. The opposite party suggested that bill revision will be done on the basis of "Recast of reading" from Jan-2024 to Mar-2025.


### 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 4141-1569-0392, having CD-0.25KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 18.09.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, on examining the case in detail, the Forum observed from the records that 1<sup>st</sup> energy bill was charged to the complainant in November-2018 on provisional basis with meter No-"1864626" installed at site. Actual bills were charged intermittently from January-2019 till February-2025, apart from provisional & average bills raised in between.
2. That, the ledger abstract revealed that a new meter bearing SL. No-"TWB620833" was installed in the premises on 31.01.2024 and actuals continued to charge thereafter till last billing. It was observed that the average consumption so recorded in initial period of above meter installation (i.e. from Jan-24 to May-2024) were found to be @457 units approximately, which was not symmetrical in comparison to the consumption analogy recorded prior to this meter change and even after May-2024 billing.(i.e. the consumption pattern varies from 3 units to 10 units per month in both the meter cases). The Complainant had expressed his doubt about the accuracy of the meter.
3. That, February-2025 bill was charged on actual basis with 5 units, considering the current meter reading of KWH-"002040" as recorded in meter No-"TWB620833". The Physical Verification Report dated 17.04.2025 revealed that the existing meter SL. No-"TWB620833" has been found in running condition with advanced meter reading recorded as KWH"002042".

The Forum on verifying the records, reports available on record, construed that the accumulated units of KWH"002040" so recorded in February-2025 in meter No" TWB620833", are to be recasted/spreaded over on monthly average basis from January-2024 to February-2025, as suggested by the Opposite Party, considering initial meter reading as on the date of installation of same meter and final reading of KWH"002040" as on February-2025, in order to extend fair and reasonable justice to the complainant.



  
President  
Grievance Redressal Forum  
TPWODL, Burh - 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

1. *The Opposite Party is directed to revise the energy bills charged from January-2024 to February-2025 on the basis of recasting/spreading over of accumulated units of KWH"002040" on daily/monthly average basis, so recorded in meter No" TWB620833", during February-2025 billing, 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 from the date of the issue of this order.***

  
S. Tripathy  
Member (Finance)

Member

**Grievance Redressal Forum**

Copy to: - **TPWODL, Burla - 768017**

  
A.K. Satapathy  
(President)

President

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

1. Chumunu Lakra, C/O-K. Lakra (Daughter in Law), At-Prabhasuni, Po-Tileibani, Ps-Tileibani, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/185/2025)

