

## 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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 963(4)

Date: 30-6-2025

**Present:**

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/206/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Panchanan Pradhan C/O- Biren Kumar Biswal At-Ainlakuli, Po/Ps-Reamal, Dist-Deogarh-768119		4141-1217-0695	7205299277
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.05.2025			
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	16.05.2025			
9	Date of Order	30-6-2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum  
TPWODL, Burla - 768017

Place of Camp: ESO Office, Reamal



**Appeared**

**For the Complainant-** Panchanan Pradhan  
Represented by Biren Kumar Biswal

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

**GRF Case No- BRL/206/2025**

Panchanan Pradhan  
C/O-Biren Kumar Biswal  
At-Ainlakuli, Po/Ps-Reamal,  
Dist-Deogarh  
Consumer No-4141-1217-0695

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Biren Kumar Biswal, C/O- Panchanan Pradhan appeared in the hearing on Dt. 16.05.2025 at the camp held at ESO Office, Reamal. The Complainant filed the petition disputed the abnormal energy bill charged to the tune Rs.2900/- particularly in March-2023. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

**SUBMISSION OF OPPOSITE PARTY**

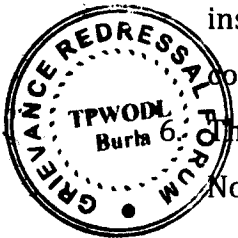
The opposite party has submitted billing abstract from Sept-2018 to Apr-2025, a Physical Verification Report carried out on 16.06.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the power supply given to consumer premises on 16.08.2018 with meter no "2495920" under 'DOM' category with CD-1KW.
2. Actual bill served to consumer up to Sept-2023 on meter no "2495920".
3. It can be observed that during the billing month of Feb-2023 the meter reader punched CMR as "900" and abnormal high '5149' units billed & Rs.2871.09 charged to consumer account.
4. The average bill served to consumer from Oct-2023 to Jan-2024.
5. The Meter No "TWB119651" was installed on Dt.28.02.2024 with IMR=0 and the average bill served to consumer from Feb-2024 to May-2024 on running meter no "TWB119651" has already been revised at this end on Dt.07.06.2024 & amount of Rs.582.02 withdrawn & reflected in consumer ledger.
6. The opposite party suggested that bill revision of abnormal billing from March-2021 to Feb-2023 will be done on the basis of "Recast of reading" recorded in meter no "2495920" & the average billing from Oct-2023 to Jan-2024 may be revised by taking six-month average consumption recorded in new meter no "TWB119651".

### 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 4141-1217-0695, having CD-1KW under LT-Domestic category, coming under ESO-Reamal & initial power supply effected on 16.08.2018. 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 1st energy bill was charged to the complainant in September-2018 on actual basis with meter No-" 2495920" installed at site. Actual bills and provisional bills were charged intermittently thereafter till September-2023 upto the current reading of KWH" 000975, as recorded in above mentioned meter.
  2. As per consumer's complaint received, it was observed that there was no abnormal bill charged in Mar-2023. However, February-2023 bill was raised on actual basis with " 514" units which led to charging of Rs.2871.09/- for the month. The Forum inferred from the records that there might have been suppressed reading submitted for billing previously, that resulted in charging the above total accumulated units in a single month.
  3. That, average bills were charged subsequently from October-2023 to April-2024 on different units from time to time.
  4. The ledger abstract revealed that a new meter bearing SL. No-" TWB119651" was installed in the premises on 28-Feb-2024, replacing the old meter No" 2495920" and actual bills continued to charge thereafter.
  5. It was observed that the Opposite Party has acted upon the grievances and revised the average bills from February-2024 to May-2024, on the basis of succeeding months actual monthly average consumption recorded in meter No" TWB119651" , from the date of installation of the same meter and Rs. 582.02/- was credited (deducted from) to the consumer account, effected in billing on 07-06-2024.
- The Physical Verification Report dated 16.06.2025, revealed that the existing meter SL No" TWB119651" has been found in running condition with meter status found " OK" and advanced reading recorded as KWH" 000124" .



The Forum on verifying the records, reports available on record, construed that the abnormal bill raised particularly in February-2023 with " 514" units are to be spreaded over on monthly average basis from thre date of installation of meter No" 2495920" . Further, the average bills charged from October-2023 to January-2024 are to be revised on the basis of actual consumption recorded in subsequent meter No" TWB119651" , in order to extend fair and reasonable justice to the complainant consumer.

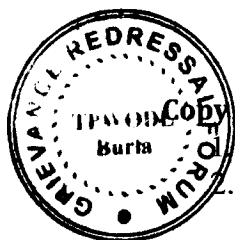
## ORDER

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 to the complainant consumer from the date of installation of meter No" TWB119651" to February-2023, on the basis of recasting/spreading over of total accumulated units of KWH" 000900" recorded as on February-2023, on daily/monthly average basis, 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 revise the energy bills charged to the complainant consumer from October-2023 to January-2024 on the basis of of succeeding six months actual monthly average consumption recorded in meter No" TWB119651", from the date of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
3. *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*
4. *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*  
25/6/25  
S. Tripathy  
Member (Finance)

*A.K. Satapathy*  
A.K. Satapathy  
(President)

- Copy to: - Grievance Redressal Forum  
TPWODL, Burla, Deogarh, Po/PS-Keamla, 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/206/2025)