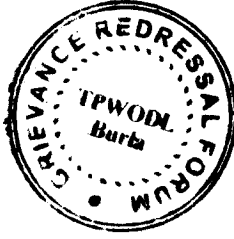


**Grievance Redressal Forum**  
**TPWODL, BURLA**  
 Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
 Burla, Sambalpur, Pin- 768017  
 Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601  
 Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 261(4)

Date: 30-6-2025

**Present:**

Sri A.K. Satapathy, President  
 Sri S.Tripathy Member(Finance)

1	Case No.	BRL/226/2025																																			
2	Complainant/s	Name & Address Kshirish Ku Dehury H/O- Indira Dehury At-Chandan Khunti, Po-Kamdhey, Ps-Barkote, Dist-Deogarh-768108	Consumer No 4141-1117-1087	Contact No. 8658388011																																	
3	Respondent/s	SDO (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh																																	
4	Date of Application	17.05.2025																																			
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">1. Agreement/Termination</td> <td style="width: 5%; text-align: center;">X</td> <td style="width: 40%;">2. Billing Disputes</td> <td style="width: 15%; text-align: center;">✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td style="text-align: center;">X</td> <td>4. Contract Demand / Connected Load</td> <td style="text-align: center;">X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td style="text-align: center;">X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td style="text-align: center;">X</td> </tr> <tr> <td>7. Interruptions</td> <td style="text-align: center;">X</td> <td>8. Metering</td> <td style="text-align: center;">X</td> </tr> <tr> <td>9. New Connection</td> <td style="text-align: center;">X</td> <td>10. Quality of Supply &amp; GSOP</td> <td style="text-align: center;">X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td style="text-align: center;">X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td style="text-align: center;">X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td style="text-align: center;">X</td> <td>14. Voltage Fluctuations</td> <td style="text-align: center;">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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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	17.05.2025																																			
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, Barkote

**Appeared**

**For the Complainant-** Kshirish Ku Dehury  
Represented by Indira Dehury (Wife)

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



**GRF Case No- BRL/226/2025**

Kshirish Ku Dehury  
H/O-Indira Dehury  
At-Chandan Khunti, Po-Kamdhey, Ps-Barkote,  
Dist-Deogarh  
Consumer No-4141-1117-1087

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Smt Indira Dehury, W/O- Kshirish Ku Dehury appeared in the hearing on Dt. 17.05.2025 at the camp held at ESO Office, Barkote. The Complainant filed the petition disputed about the abnormal energy bill charged previously against defective meter during November-2020 to Jul-2023. The complainant further submitted that he has been paying the electricity dues on regular basis since the installation of new meter i.e. from August-2023 to April-2025. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Jun-2016 to Apr-2025, a Physical Verification Report carried out on 12.06.25 & 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 10.05.2016 with meter no "WUV04053" under 'DOM' category with CD-1KW.
2. Actual bill served to consumer up to Oct-2020. The provisional bill served from nov-2020 to May-2023 and in very next month June-2023 actual bill generated with '5979' units amounting Rs.26627.59 vide meter no "WUV04053" having FMR=8899.
3. The consumption bill of '5979' units is due to suppressed on actual meter reading.
4. It is also evident from billing ledger that, the aforesaid high consumption bill in the month of June-2023 has duly adjusted by the system leading withdrawal of Rs.13536.44 in the same month.
5. The opposite party suggested that as the case may be drop as bill has been taken care up, so there is no further grievance of complainant observed at present.

  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017



### 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 4141-1117-1087, having CD-1KW under LT-Domestic category, coming under ESO-Barkote & initial power supply effected on 10.05.2016. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

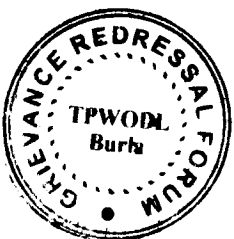
1. That, on examining the case in detail, the Forum observed from the records that 1st energy bill was charged to the complainant in June-2016 on actual basis with meter No- "WUV04053" installed at site. Subsequently, provisional, and actual bills were charged intermittently from August-2016 to October-2020.
2. Thereafter, provisional bills were charged from November-2020 to May-2023. Then, abnormal actual bill was charged in June-2023 with "5979" units in a single month, considering initial reading of KWH" 002920" and current reading of KWH" 008899" as on June-2023, as recorded in meter No." WUV04053". The Opposite Party admitted the fact that the high units of KWH" 008899" was due to suppressed meter readings that accumulated in the above meter.
3. It was observed that the above provisional bills were adjusted in the subsequent billing during June-2023 and Rs. 13536.44/- was credited back to the consumer account, giving tariff slab benefit to the consumer account.
4. The ledger abstract revealed that a new meter bearing SL. No-"TW02084787" was installed in the premises on 29-Aug-2023, replacing the old meter No "WUV04053" and actual bills continued thereafter till last billing upto April-2025.

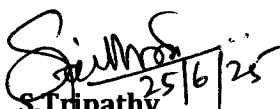
The Forum on verifying the records, reports available on record, construed that since the provisional bills so charged from November-2020 to June-2023 have been already revised and necessary deduction have been effected in billing as per observation made out above, there is no further scope for revision of bills as per petition filed.


Hence, the instant case is hereby dismissed.

Accordingly, the case is disposed of.

Accordingly, the case is disposed of.



  
S. Tripathy  
Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
A.K. Satapathy  
(President)  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

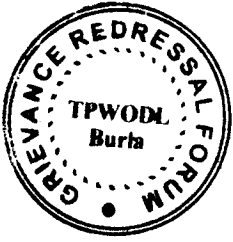



**Copy to: -**

1. Kshirish Ku Dehury, At-Chandan Khunti, Po-Kamdhey, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/226/2025)



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