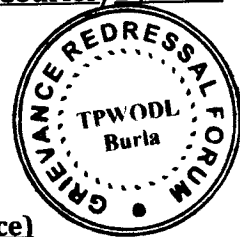


**Grievance Redressal Forum
TPWODL, BURLA**

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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 254 (4)

Date: 20/08/2025

Present:

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

1	Case No.	BRL/325/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jagabandhu Balua At-Kunjabahal. Po-Barghat, Ps-Reamal (Outpost Kansar) Dist-Deogarh		4141-1556-0704	
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	18.08.2025			
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	18.08.2025			
9	Date of Order	20/08/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Jagabandhu Balua



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

GRF Case No- BRL/325/2025

Jagabandhu Balua
At-Kunjabahal. Po-Barghat, Ps-Reamal
Dist-Deogarh
Consumer No-4141-1556-0704

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Jagabandhu Balua appeared in the hearing on Dt. 18.08.2025 at the camp held at ESO Office, Tileibani. The Complainant filed the petition disputed about average energy bills raised particularly from August-2014 to November-2018 against his domestic connection. 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 submit billing abstract from Feb-2011 to July-2025, a Physical Verification Report carried out on 19.08.25 & 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 19.05.2010 with meter no "808888" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Jun-2014 on meter no '808888'.
3. The provisional/average bill served to consumer from July-2014 to Nov-2018.
4. The Meter No "LW088564" was installed on Dt.20.10.2018 with IMR=1 (FG) and then the electricity bill served to consumer on actual basis up to April-2025.
5. The average bill served to consumer from May-2025 to June-2025 on meter no "LW088564".
6. The Meter No "TWSP51262545" was installed on Dt.24.07.2025 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, the average billing from Nov-2016 to Oct-2018 may be revised by taking six-month average consumption recorded in meter no "LW088564".

[Handwritten signature]
President

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 4141-1556-0704, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 19.05.2010. 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 and on examining the case in detail, the Forum observed from the soft records(FG & Samadhan App) that June-2014 recorded the current reading of KWH-"000 800" in meter No" 808888" but, average bills were continuously charged thereafter from July/August-2014 to November-2018 @ 100 units on monthly basis, as no meter readings were advanced in meter Sl. No." 798481".
2. That, a new meter bearing SL. No." LW088564" was installed on 20-Nov-2018 but, updated in billing later on 24-Sep-2021, replacing the old meter No" 808888".
3. That, the power supply was disconnected on 01-Jun-2023 and reconnected subsequently on 24-Apr-2025.
4. That, another new meter SL. No." TWSP51262545" was installed in the premises on 24-Jul-2025, replacing the old meter No." LW088564".

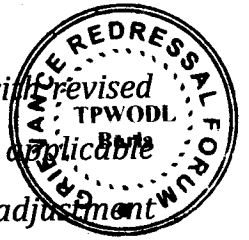
The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged upto & including two years prior to the installation of Meter SL.No." LW088564", are to be revised accordingly as per regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

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 limited to two years prior to installation of Meter Sl. No." LW088564"(installed on 20-Nov-2018), on the basis of succeeding months actual monthly average consumption recorded in the above mentioned meter, considering initial meter reading as on the date of installation of the same and final meter reading as KWH"000 539", as on June-2019, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

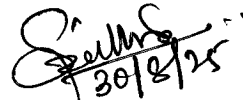

President
Grievance Redressal Forum
TPWODL, Burla - 768017



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 issue of this order.


30/8/25

S. Tripathy
Member (Finance)
Member


30/8/25

Ranjan Kumar Naik
(President)
President

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Jagabandhu Balua, At-Kunjabahal. Po-Barghat, Ps-Reamal, 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/325/2025)