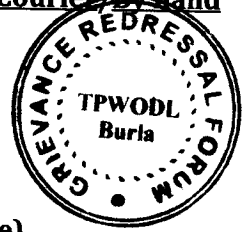


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 350 (4)

Date: 30/08/2025

Present:

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

1	Case No.	BRL/326/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Brajamohan Pradhan C/O-Phulamani Kisan At-Kunjabahal, Po-Barghat Dist-Deogarh		4141-1556-0699	9556487723																																
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	18.08.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>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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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019 ✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard ,of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</td> </tr> </table>				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																										
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6. Others																																					
8	Date(s) of Hearing	18.08.2025																																			
9	Date of Order	30/08/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

(Signature)
President

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

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Brajamohan Pradhan
Represented by Phulamani Kisan



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

GRF Case No- BRL/326/2025

Brajamohan Pradhan
C/O- Phulamani Kisan
At-Kunjabahal, Po-Barghat
Dist-Deogarh
Consumer No-4141-1556-0699

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt Phulamani Kisan on behalf of Brajamohan Pradhan appeared in the hearing on Dt. 18.08.2025 at the camp held at ESO Office, Tileibani. The complaint petition filed in the name of Sr Brajmohan Pradhan, represented by Smt. Phulmani Kisan, disputed about provisional/average energy bills raised particularly from August-2014 to February-2017 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 "806775" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Jun-2014.
3. The provisional/average bill served to consumer on running meter number '806775' from July-2014 to Jan-2017.
4. Then the electricity bill served to consumer on actual basis from March-2017 to Oct-2019 on meter number '806775'.
5. Provisional/average bill served to consumer from Nov-2019 to May-2020.
6. The Meter No "LW415992" was installed on Dt.03.06.2020 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to March-2017 consumption recorded in meter no "806775" & the average billing from Nov-2019 to May-2020 may be revised by taking six-month average consumption recorded in meter no "LW415987".

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 4141-1556-0699, 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 July-2014 recorded the current reading of KWH-"000650" in meter No" 806775" but, average bills were continuously charged thereafter from July/August-2014 to February-2017 @ 100 units on monthly basis, as no meter readings were advanced in meter Sl. No." 806775".
2. That, March-2017 bill was charged on actual basis, considering the advanced meter reading of KWH"002052", as recorded in above mentioned meter. However, no energy bills were revised subsequently for the above mentioned period.
3. That, average bills were charged subsequently from November-2019 to May-2020 @74 units/month.
4. That, a new meter bearing SL. No." LW415987" was installed on 03-Jun-2020 but, updated in billing later on 24-Sep-2021, replacing the old meter No" 806775" and actual bills continued to charge thereafter.
5. That, energy bills from June-2020 to November-2020 were revised by the Opposite Party & Rs.1281.83/- was credited (deducted from) to the consumer account on 09-01-2023.

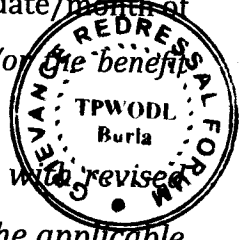
The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged particularly from July-2014 to March-2017 bills, are to be revised on the basis of actual advanced consumption recorded in the then meter No" 806775" to redress the grievances accordingly. Further, the average bills raised from November-2019 to May-2020 are to be revised, considering subsequent six months actual monthly average consumption recorded in meter No." LW415987", to resolve the billing anomalies accordingly.

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

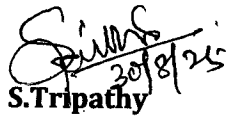
1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from July-2014 to March-2017, on the basis of actual monthly average consumption recorded in meter No" 806775", considering initial meter reading as KWH" 000650", as on July-2014 billing and final meter reading as KWH" 002052", as on March-2017, 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 November-2019 to May-2020, on the basis of succeeding six months actual monthly average consumption recorded in meter No."LW415987", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefits 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 issue of this order.


S. Tripathy

Member (Finance)
Member


Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

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

1. Brajamohan Pradhan, C/O-Phulamani Kisan, At-Kunjabahal, Po-Barghat, 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/326/2025)