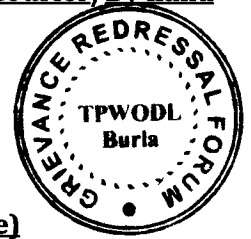


**Grievance Redressal Forum  
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 351 (4)

Date: 30/08/2025

**Present:**

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

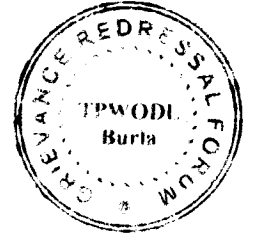
1	Case No.	BRL/327/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ram Majhi Palkudar, Kendejori, Tileibani Dist-Deogarh-768121		4141-1556-0891																																	
3	Respondent/s	SDO (Elect), Deogarh			Division 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 &amp; 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 &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; 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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15. Others (Specify) -X																																					
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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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																																			

**President**  
 30/08/2025

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

**Appeared**

**For the Complainant-** Ram Majhi



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

**GRF Case No- BRL/327/2025**

Ram Majhi  
Palkudar, Kendejori, Tileibani  
Dist-Deogarh  
Consumer No-4141-1556-0891

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

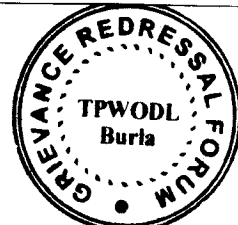
Sri Ram Majhi appeared in the hearing on Dt. 18.08.2025 at the camp held at ESO Office, Tileibani. The complaint petition filed by Sri Ram Majhi, At-Kendejuri, Tileibani, Deogarh, disputed about provisional/average energy bills raised particularly from May-2015 to February-2017 against his domestic connection. 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 Oct-2014 to July-2025, a Physical Verification Report carried out on 20.08.25 & 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 09.10.2012 with meter no "805574" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Apr-2015.
3. The provisional/average bill served to consumer on running meter number '805574' from May-2015 to Aug-2018.
4. Then the electricity bill served to consumer on actual basis from Feb-2017 to Aug-2018 on meter number '805574'.
5. Provisional/average bill served to consumer from Sept-2018 to Oct-2021.
6. The Meter No "LW415992" was installed on Dt.05.12.2021 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 Feb-2017 consumption recorded in meter no "805574" & the average billing from Nov-2019 to Oct-2021 may be revised by taking six-month average consumption recorded in meter no "WLT268426".

*[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 4141-1556-0891, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 09.10.2012. 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 first energy bill was charged in October-2014 on provisional basis. November/December-2014 bill was also raised on provisional basis. Then, January-2015 to April-2015 bills were charged on actual basis as per consumption recorded in meter No." 805574", with the current recorded reading of KWH"00 1278" upto April-2015 billing. But, February-2015 bill was charged on actual basis with "1109" units, considering the current reading of KWH"001110", thereby charging the entire units in a single month.
2. That, provisional and average bills were charged continuously from May-2015 to January-2017 billing on different units from time to time.
3. That, February-2017 bill was charged on actual basis, considering the advanced meter reading of KWH"00 1845", as recorded in above mentioned meter. Thereafter, meter readings were advanced upto the KWH"00 2260", as recorded in August-2018 billing.
4. That, a new meter bearing SL. No." WLT268426" was installed on 05-Dec-2021, replacing the old meter No" 805574" and actual bills continued to charge thereafter.
5. That, energy bills from December-2021 to February-2022 were revised by the Opposite Party due to delay in updation of above new meter into database & Rs.17.47/- was added to the consumer account on 09-03-2022.

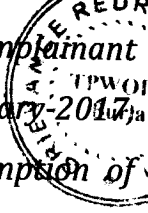
The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged from the date of initial power supply to February-2017 bills, are to be revised on the basis of actual advanced consumption recorded in the then meter No" 805574" to redress the grievances accordingly. Further, the average bills charged from November-2019 to October-2021 are to be revised on the basis of actual monthly average consumption recorded in subsequent meter No." WLT268426".

### 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


President


Grievance Redressal Forum  
TPWODL, Burla - 768017

- 
1. The Opposite Party is directed to revise the energy bills charged to the complainant consumer from the date of initial power supply (i.e. 09-Oct-2012) to February-2017 on the basis of recasting/spreading over the total accumulated consumption of KWH"001845", on actual monthly average basis, as recorded in meter No"805574", in February-2017 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 revise the energy bills charged to the complainant consumer from November-2019 to October-2021, on the basis of succeeding six months actual monthly average consumption recorded in meter No." WLT268426", from the date/month 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 issue of this order.**

  
S. Tripathy  
Member (Finance)  
Member

  
Ranjan Kumar Naik  
(President)  
President

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

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Ram Majhi, Palkudar, Kendejori, 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/327/2025)