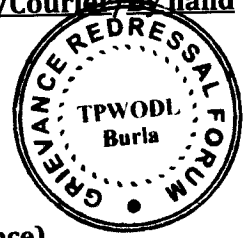


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 355 (4)

Date: 30/08/2025

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

1	Case No.	BRL/332/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Basanta Makar (Mahakul) At-Balita, Po-Barghat, Ps-Reamal Dist-Deogarh		4141-1579-0743	7735104849																																
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			
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	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></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																					
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	30/08/2025																																			
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, Tileibani

Appeared

For the Complainant- Basanta Makar (Mahakul)



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

GRF Case No- BRL/332/2025

Basanta Makar (Mahakul)
At-Balita, Po-Barghat, Ps-Reamal
Dist-Deogarh
Consumer No-4141-1579-0743

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Basanta Makar (Mahakul) 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 Sri Basant Makar, At-Balita, Kendelijuri, Tileibani, Deogarh, represented by Sri Basanta Mahakul, disputed about provisional/average energy bills charged against his domestic connection for the period from November-2014 to September-2016. 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 18.12.2012 with meter no "WESCO9146520" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Oct-2014 on meter number 'WESCO9146520'.
3. The provisional/average bill served to consumer from Nov-2014 to Sept-2016.
4. There is bill served to consumer on actual basis from Oct-2016 to Feb-2020 on meter number 'WESCO9146520'.
5. Then Provisional/average bill served to consumer from March-2020 to April-2023.
6. The Meter No "TPWODL1159487" was installed on Dt.07.05.2023 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis.
7. There average bill served to consumer from May-2021 to April-2023 has already been revised by Opposite Party on Dt. 30.11.2024 and an amount of Rs.5573.58 has debited to consumer account.
8. The power supply was disconnected due to nonpayment of electricity dues on Dt.20.03.2025 (FG data).

[Signature]
President
Grievance Redressal Forum
TPWODL, Barla - 762017

9. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Oct-2016 consumption recorded in meter no "WESCO9146520".

OBSERVATION

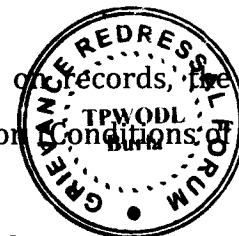
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1579-0743, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 18.12.2012. 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 actual basis with "554" units, considering the current reading of KWH"000555".
2. Thereafter, provisional and average bills were charged continuously from November-14 to September-2016 @277 units on monthly basis, as there were no advancement of meter readings recorded in meter No." WESCO9146520".
3. That, October-2016 bill was charged on actual basis, considering the advanced meter reading of KWH"00 2397", as recorded in above mentioned meter. But, no revision was carried out by the Opposite party since then. The meter readings were advanced thereafter till February-2020 billing, except some provisional bills that were adjusted subsequently.
4. That, a new meter bearing SL. No." LW478891" was installed & updated in billing during August/September-2020, replacing the old meter No" WESCO9146520". Further, another new meter SL. No." TPWODL1159487" was installed on 07-May-2023 and actual bills continued to charge thereafter.
5. That, the average energy bills from May-2021 to April-2023 were revised by the Opposite Party due to meter change assessment on the basis of new meter consumption recorded in meter No" TPWODL1159487" & Rs. 5573.58/- was added to the consumer account on 30-11-2024.
6. That, the power supply to the premises has been in disconnected state since 20-Mar-2025.

The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged particularly from November-2014 to October-2016, are to be revised on the basis of actual advanced consumption recorded in the then meter No" WESCO9146520" to redress the grievances 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 (Supply), Code, 2019



1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from November-2014 to October-2016, on the basis of actual monthly average consumption recorded in meter No" WESCO9146520", considering initial meter reading as KWH" 000555", as on November-2014 billing and final meter reading as KWH" 00 2397", as on October-2016, 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 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.


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. Basanta Makar (Mahakul), At-Balita, 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/332/2025)