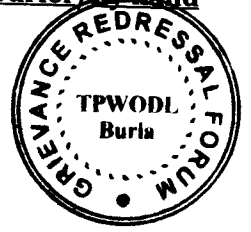


Grievance Redressal Forum

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)/ 352 (4)

Date: 30/08/2025

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

1	Case No.	BRL/333/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ulasa Pradhan C/O-Gourav Pradhan Barghat, Tileibani Dist-Deogarh-768121		4141-1507-0354	7854855069																																
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> <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																					
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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																																			

President



Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Ulasa Pradhan
Represented by Gourav Pradhan

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

GRF Case No- BRL/333/2025

Ulasa Pradhan

C/O- Gourav Pradhan

Barghat, Tileibani

Dist-Deogarh

Consumer No-4141-1507-0354

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Gourav Pradhan on behalf of Ulasa 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 Sri Ulasa Pradhan, At-Baraghat, Tileibani, Deogarh, represented by Sri Gourav Pradhan, disputed about abnormal energy bill charged particularly in November-2024 billing. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

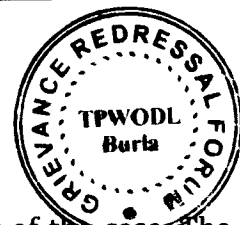
SUBMISSION OF OPPOSITE PARTY

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 16.04.2018 with meter no "2497294" under 'DOM' category with CD-1.00 KW.
2. The bill served to consumer on actual basis up to Sept-2022 on meter number '2497294'.
3. The provisional bill served to consumer from Oct-2022 to May-2023 on meter number '2497294'.
4. The power supply was disconnected on Dt.08.06.2023 & reconnected on Dt.07.12.2024, (FG data).
5. Then Provisional/average bill served to consumer from Sept-2023 to Nov-2024.
6. The Meter No "TWSP51219570" was installed on Dt.16.12.2024 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 Sept-2023 to Nov-2024 (billing period from Dt.11.09.2023 to Dt.09.12.2024) during DC period may be withdrawn.

President

Grievance Redressal Forum,
TPWODL, Burla, Deogarh



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 4141-1507-0354, having CD-1.00KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 16.04.2018. 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 the power supply to the premises was disconnected on 08-Jun-2023 & reconnected on 07-Dec-2024.
2. That, no energy bills were charged from September-2023 to October-2024.
3. That, November-2024 bill was charged on average basis with "1092" units abnormally. The last actual bill was charged in July-2022, considering the current reading of KWH"000070". There were no advancement of meter readings recorded in the meter No." 2497294".
4. That, a new meter bearing SL. No." TWSP51219570" was installed on 16-Dec-2024, replacing the old meter No" 2497294" and actual bills continued to charge thereafter.

The Forum on scrutinizing the records & reports available on record construed that the average energy bills charged particularly in November-2024, are to be revised on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter SL.No." TWSP51219570" from the date/month of installation, 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 of Supply), Code,2019


1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer in November-2024, on the basis of succeeding six months actual monthly average consumption recorded in meter No" TWSP51219570" 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.*
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. Ulasa Pradhan, C/O- Gourav Pradhan, Barghat, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/333/2025)