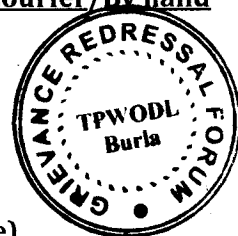


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 358 (4)

Date: 30/08/2025

Present:

Sri Ranjan Kumar Naik, President

Sri S.Tripathy Member(Finance)

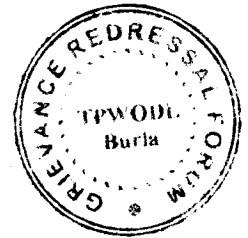
1	Case No.	BRL/338/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chakradhar Pradhan At-Tulsipur, Po-Karlaga Ps-Kundheigola Dist-Deogarh		4141-1353-2202	7894794648
3	Respondent/s	SDO (Elect) Deogarh, TPWODL,			Division D.E.D, TPWODL, Deogarh
4	Date of Application	19.08.2025			
5	In 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	19.08.2025			
9	Date of Order	30/08/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Budhapal, TPWODL, Deogarh

Appeared

For the Complainant- Chakradhar Pradhan

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



GRF Case No- BRL/338/2025

Chakradhar Pradhan

At-Tulsipur,

Po-Karlaga

Ps-Kundheigola

Dist-Deogarh

Consumer No-4141-1353-2202

COMPLAINANT

VRS

SDO(Electrical) Deogarh, TPWODL,

OPPOSITE PARTY

GIST OF THE CASE

Chakradhar Pradhan appeared in the hearing on Dt. 19.08.2025 at the camp held at ESO Office, Budhapal. The Complainant filed the petition disputed about abnormal charging of Rs.6291.17/- raised particularly in November-2022 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 has submitted ledger copy for the period from Oct'2018 to Jul'2025, Physical Verification Report on 25.08.2025, written version on 30.08.2025 in this case.

Remarks given in Physical Verification Form(25.08.2025) as mentioned below:-

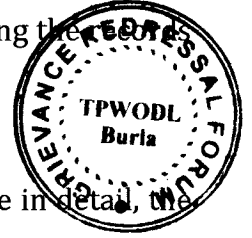
"Meter status found ok. Incoming service wire properly connected to the meter."

Remarks given in Written version(30.08.2025) as mentioned below:-

1. As per billing data power supply given to consumer premises on dt. 19.09.2018 with meter no. 2496239 under "DOM" category with CD-1.00KW.
2. This bill served to consumer on Actual basis up to Aug'2021 on meter no.2496239.
3. The PL/Average bill served to consumer from Sep'2021 to Feb'2023.
4. There is a bill revision processed on 18.11.2022, on the basis of Recast of reading from May'2021 to Oct'2022 with taking IMR=210 and CMR=2007 on meter no.2496239 and amount of Rs 6291.17 has debited to consumer account.
5. The PL bill from Nov'2022 to Feb'2023 has already been revised at this end on 27.09.2024 and amount of Rs 658.94 deducted from consumer account.
6. The meter no. TPWODL1068758 was installed on 28.03.2023 with IMR =0(FG) and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, the bill revision will be done on the basis of "Recast of reading" from the date of P/s to Oct'2022 consumption recorded in meter no.2496239.

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 4141-1353-2202, having CD-1KW under LT-Domestic category, coming under ESO- Budhapal & initial power supply effected on 19.09.2018. On scrutinizing the case in detail, the Forum observed the following facts which are envisaged here under,



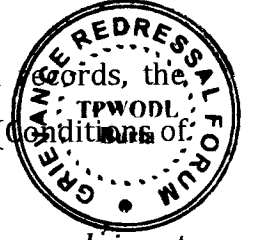
- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records (FG & Samadhan App) that actual bills were charged to the complainant upto August-2021 billing i.e. upto the KWH"00210", as recorded in meter No." 2496239".
- 2) Thereafter, provisional and average bills charged continuously from September-2021 to February-2023 on different units from time to time.
- 3) That, a new meter bearing SL. No." TPWODL1068758" was installed on 28-Mar-2023, replacing the old meter No" 2496239" and actual bills continued to charge thereafter.
- 4) The Opposite Party in reply to the case submitted that bill revisions were already carried out from May-2021 to October-2022 by recasting the actual units recorded in meter No." 2496239", considering initial reading of KWH"000210" & final reading of KWH"2007" & Rs.6291.17/- was debited to the consumer account. Again, the provisional bills from November-2022 to February-2023 have been already revised on the basis of actual monthly average consumption recorded in subsequent new meter installed (Meter No." TPWODL1068758") & Rs.658.94/- was credited back to the consumer account.
- 5) That, The Physical verification report dtd. 25.08.25 indicated that the existing meter bearing SL.No." TPWODL1068758" has been found in running condition with meter status found "OK" & advanced reading recorded as KWH"001433".
- 6) The Opposite Party has urged for issuing necessary orders to recast the accumulated reading of KWH"002007" on monthly average basis from the date of initial power supply till October-2022, as recorded in meter SL.No." 2496239".

Hence, the Forum construed from the available records that the energy bills charged from the date of initial power supply till October-2022 are to be revised by the Opposite Party, on the basis of recasting the total accumulated reading of KWH"002007" so recorded in meter No." 2496239", on actual monthly average basis to redress the grievances in an efficacious manner.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 from the date of initial power supply (i.e. 19.09.2018) to October-2022, on the basis of recasting/spreading over the total accumulated reading of KWH "002007" on actual monthly average consumption basis, as recorded in meter SL.No. "2496239", 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 by the end of October 2025 from the date of issue of this order.


S. Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Chakradhar Pradhan, At-Tulsipur, Po-Karlaga, Ps-Kundheigola, 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/338/2025)