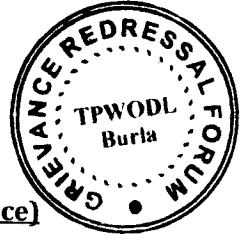


By Regd. Post/Courier/By hand

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)/361 (4)

Date: 30/08/2025

Present:

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

1	Case No.	BRL/339/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Chhabila Bhoi At-Baradanali, Po-Kantamal, Dist-Deogarh		4141-1358-1977	7848880993																																
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-	<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	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																																			

[Signature]
President

Grievance Redressal Forum

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

Appeared

For the Complainant- Chhabila Bhoi

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



GRF Case No- BRL/339/2025

Chhabila Bhoi

At-Baradanali,

Po-Kantamal,

Dist-Deogarh

Consumer No-4141-1358-1977

COMPLAINANT

VRS

SDO(Electrical) Deogarh, TPWODL,

OPPOSITE PARTY

GIST OF THE CASE

Chhabila Bhoi 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 energy bills charged particularly from April-2018 to September-2018 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 May'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."

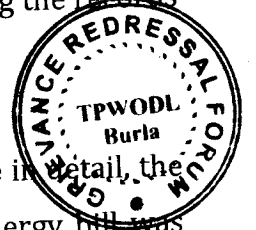
Remarks given in Written version(30.08.2025) as mentioned below:-

1. As per billing data power supply given to consumer premises on dt. 10.04.2018 with meter no. 797862 under "DOM" category with CD-0.25KW.
2. This bill served to consumer on Actual basis up to Sep'2018 on meter no. 797862. It can be observed that during the billing month of May'2018 the meter reader punched CMR as '3474'(Billing Dt. 23.06.2018 as per FG). So, 3473 units billed and Rs 19854.01 charged to consumer account.
3. The Average bill served to consumer from Oct'2018 to Jul'2023. It has already been revised at this end on 19.11.2024 and amount of Rs 1500.73 has deducted from consumer account.
4. The meter no. TWSP1001689 was installed on 21.08.2023 with IMR =0(FG) and then onwards the electricity bill served to consumer on actual basis.
5. 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 Sep'2018 consumption recorded in meter no.797862.

[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 4141-1358-1977 having CD-0.25KW under LT-Domestic category, coming under ESO- Budhapal & initial power supply effected on 10.04.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under,



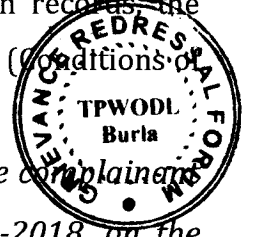
- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records(FG & Samadhan App) that first energy bill was charged in May-2018 on actual basis with "3473" units in a single month, considering the consumption recorded in meter No." 797862".
- 2) Thereafter, meter readings were advanced upto KWH"3503", as recorded in September-2018 billing.
- 3) It was observed that average bills were continuously charged from October-2018 to August-2023 on different units from time to time.
- 4) That, a new meter bearing SL. No." TWSP51001689" was installed on 21-Aug-2023, replacing the old meter No" 797862" and actual bills continued to charge thereafter.
- 5) That, the energy bills from October-2018 to August-2023 have been already revised by the Opposite Party & Rs.1550.11/- in total were deducted(credited) from the consumer account.
- 6) That, The Physical verification report dtd. 25.08.25 indicated that the existing meter bearing SL.No." TWSP51001689" has been found in running condition with meter status found "OK" & advanced reading recorded as KWH"001241".
- 7) The Opposite Party has urged for issuing necessary orders to recast the accumulated reading of KWH"003503" on monthly average basis from the date of initial power supply till September-2018 billing, as recorded in meter SL.No." 797862".

Hence, the Forum construed from the available records that the energy bills charged from the date of initial power supply(i.e.10.04.2018) till September-2018 are to be revised by the Opposite Party, on the basis of recasting the total accumulated reading of KWH"003503" so recorded in meter No." 797862", on actual monthly average basis to redress the grievances in an efficacious manner.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

ORDER

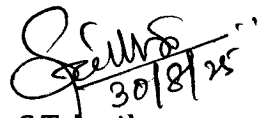
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019




1. *The Opposite Party is directed to revise the energy bills charged to the complainant from the date of initial power supply (i.e. 10.04.2018) to September-2018, on the basis of recasting/spreading over the total accumulated reading of KWH "003503" on actual monthly average consumption basis, as recorded in meter SL.No. "797862", 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. Chhabila Bhoi, At-Baradanali, Po-Kantamal, 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/339/2025)