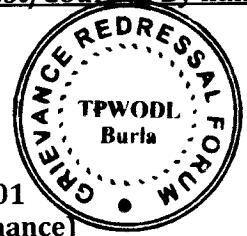


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 359 (4)

Date: 30/08/2025

Present:

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

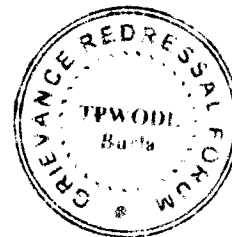
1	Case No.	BRL/340/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ajay Kumar Pradhan C/o-Jitendriya Pradhan At-Chhalak, Po-Karlaga Ps-Kundheigola Dist-Deogarh-768109		4141-1303-0148	9777733594
3	Respondent/s	SDO (Elect) Deogarh, TPWODL,			Division D.E.D, TPWODL, Deogarh
4	Date of Application	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- Ajay Kumar Pradhan
Represented by Jitendriya Pradhan

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



GRF Case No- BRL/340/2025

Ajay Kumar Pradhan
C/o-Jitendriya Pradhan
At-Chhalak,
Po-Karlaga
Ps-Kundheigola
Dist-Deogarh-768109
Consumer No-4141-1303-0148

COMPLAINANT

VRS

SDO(Electrical) Deogarh, TPWODL,

OPPOSITE PARTY

GIST OF THE CASE

Jitendriya Pradhan on behalf of Ajay Kumar 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 & average energy bills charged against his domestic connection due to defectiveness of the old meter that was replaced with a new one later on. 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'2002 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:-

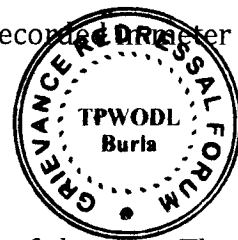
"Meter status found ok. Incoming service wire properly connected to the meter."

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

1. As per billing data power supply given to consumer premises on dt. 18.01.2002 with meter no. 14777 under "DOM" category with CD-1.00KW.
2. This bill served to consumer on Actual basis up to Sep'2011 on meter no. 14777. It can be observed from the billing ledger that the PL bill served to consumer from the month of Jun'2003 to Mar'2004 not adjusted properly in the billing month of Apr-May'2004.
3. The PL/Average bill served to consumer from Oct'2011 to Feb'2019.
4. The meter no. LW167285 was installed on 08.03.2019 with IMR =1(FG) and then onwards the electricity bill served to consumer on actual basis.
5. The power supply was disconnected due to non-payment of electricity dues on 26.09.2023 and reconnected on 24.01.2025(FG data).

President

6. The opposite party suggested that, the bill revision will be done on the basis of "Recast of reading" from the month of Jun'2003 to May'2004 and the average billing from Mar'2017 to Feb'2019 may be revised by taking six month average consumption recorded in meter no.LW167285.



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 4141-1303-0148, having CD-1KW under LT-Domestic category, coming under ESO- Budhapal & initial power supply effected on 18.01.2002. 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 actual bill was charged to the complainant upto the KWH"002920", as recorded in meter No."14777" in September-2011 billing.
- 2) Thereafter, average bills were charged continuously from October-2011 to February-2019 billing @53/100/144/108 units/on monthly basis from time to time. However, the above period bills were not revised by the Opposite Party in earlier occasions.
- 3) That, a new meter bearing SL. No." LW167285" was installed on 08-Mar-2019 but, updated in billing later on 24-Sep-2021, replacing the old meter No" 14777".
- 4) The power supply was officially disconnected on 26.09.2023 & later, reconnected on 24.01.2025.
- 5) The Physical Verification Report dtd. 25.08.2025 indicated that the existing meter bearing SL.No." LW167285" has been found in running condition with meter status found "OK" & advanced reading recorded as KWH"003328".

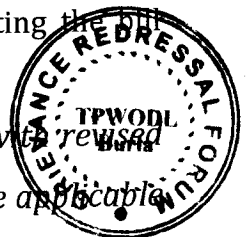
The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged upto & including two years prior to the installation of Meter SL.No." LW167285", are to be revised accordingly as per regulation 155 of OERC Distribution(Condition of Supply), Code, 2019.

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.


**Grievance Redressal Forum
TPWODL, Burla - 768017**

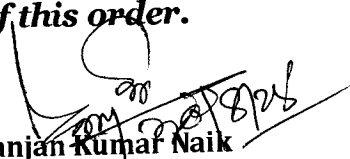
1. The Opposite Party is directed to revise the energy bills charged to the complainant consumer limited to two years i.e. from March-2017 to February-2019, on the basis of succeeding months actual monthly average consumption recorded in meter SL. No." LW167285", from the date/month of installation of 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 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. Ajay Kumar Pradhan, C/o-Jitendriya Pradhan, At-Chhalak, Po-Karlaga, Ps-Kundheigola, Dist-Deogarh-768109
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/340/2025)