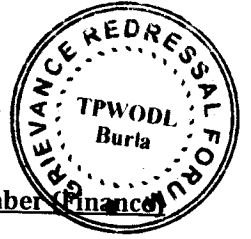


Grievance Redressal Forum

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, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/414 (4)

Date: 25/10/2025

Present:Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/382/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Abhimanyu Kelo C/O-Rajendra Kelo At-Bhaluguha, Po/Ps-Laimura, Dist-Deogarh		4141-1519-1668	9337409586																																
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	11.09.2025 (Original Document received on Dt. 25.09.2025)																																			
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	11.09.2025																																			
9	Date of Order	25/10/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

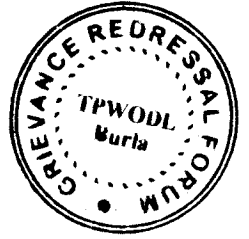
(Signature)
25/10/2025
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Abhimanyu Kelo
Represented by Rajendra Kelo

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



GRF Case No- BRL/382/2025

Abhimanyu Kelo
C/O-Rajendra Kelo
At-Bhaluguha, Po/Ps-Laimura
Dist-Deogarh
Consumer No-4141-1519-1668

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Rajendra Kelo on behalf of Abhimanyu Kelo appeared in the hearing on Dt. 11.09.2025 at the camp held at ESO Office, Tileibani. The complainant submitted during course of hearing in brief as follows:

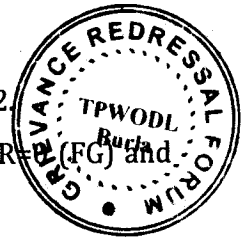
1. The complainant has complained regarding abnormal bill raised during Oct/Nov - 2018 due wrong reading punched by meter reader.
2. Subsequently average billing served on defect meter.
3. The complainant has prayed for consider the problem and revise the average bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2011 to Aug-2025, a Physical Verification Report carried out on 12.09.25 & 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 11.05.2010 with meter no "808924" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to July-2018.
3. In the billing month of Oct-Nov 2018 the meter reader punched CMR as '4' (less from previous meter reading i.e 3200 on July-2018), which effect total unit rounded up and 6804 units billed in Oct-Nov 2018 & Rs.37884.35 charged to consumer account.
4. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading" or "round complete".
5. The average bill served to consumer from Nov-2019 to Feb-2020.
6. The Meter No "LW319021" was installed on Dt.05.03.2020 with IMR=1 and the bill served to consumer on actual basis up to Dec-2021. There is average bill served to consumer from Sept-2020 to Dec-2020 has already been revised by Opposite Party on Dt.31.01.2022 and amount of Rs.5055.50 withdrawn & reflected in consumer ledger.

President
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TPWODL, Burla - 768017



7. The provisional/average bill served to consumer from Jan-2022 to Aug-2022.
8. The Meter No "TPWODL1051210" was installed on Dt.16.08.2022 with IMR then onwards the electricity bill served to consumer on actual basis.
9. The opposite party suggested that, the abnormal/average billing from Aug-2018 to Feb-2020 may be revised by taking six-month average consumption recorded in meter no "LW319021" & billing from Aug-2018 to Jan-2020 may be revised on the basis of "recast of reading" recorded in meter no "WUS13882".

OBSERVATION

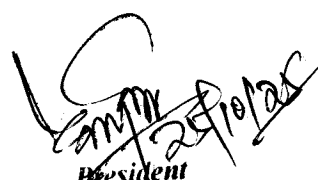
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1519-1668, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 11.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Consumer was billed for 6804 units during Oct-Nov 2018 due to wrong reading punched and R-code.
2. Subsequently consumer was billed from Dec-2018 to Feb-2020 on provisional/average basis mentioning negative reading and premises locked.
3. Through Written Statement, SDO (Elect.) Deogarh has admitted that considering the load survey and present consumption pattern, it is hard to believe upon the possibility of suppressing reading or round complete.
4. The total load, as per PVR made on date 12/09/2025, is 167 watts. No hooking/ bypass/ heavy load found in consumer premises during inspection.

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

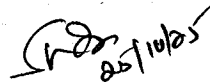
1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from August-2018 to February-2020 basing on the average consumption as arrived out of the revision already made and affected on 31/01/2022 in billing,, duly adjusting the bill revision made earlier and/or 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.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017

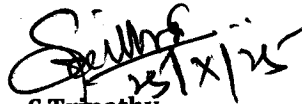
3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within One Month i.e with in November-2025, from the date of issue of this order.


S.K Dora

(Co-Opted Member)
Co-opted Member


S. Tripathy

Member (Finance)


Ranjan Kumar Naik

(President)

Grievance Redressal Forum

Grievance Redressal Forum

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TPWODL, Burla - 768017

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Copy to: TPWODL, Burla - 768017

1. Abhimanyu Kelo, O-Rajendra Kelo, At-Bhaluguha, Po/Ps-Laimura, 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/382/2025)

