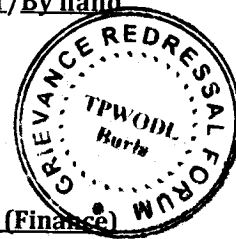


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/DED/ (Final Order) 413 (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/383/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sasi Kisan At-Laimura, Po/Ps-Laimura, Dist-Deogarh		4141-1519-2971																																	
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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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)
25/10/25
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Sasi Kisan

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



GRF Case No- BRL/383/2025

Sasi Kisan

At-Laimura, Po/Ps-Laimura

Dist-Deogarh

Consumer No-4141-1519-2971

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Sasi Kisan 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 particularly in Oct/Nov-2016 & average bills charged from February-2017 to January-2019.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Nov-2014 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 11.12.2012 with meter no "796960" under 'DOM-KTJ' category with CD-0.01 KW.
2. The bill served to consumer on actual basis up to Jan-2017.
3. The provisional/average bill served to consumer from Feb-2017 to Sept-2021.
4. The Meter No "WLT246494" was installed on Dt.20.10.2021 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 power supply to Jan-2017 consumption recorded in meter no "796960" & the average billing from Sept-2019 to Aug-2021 may be revised by taking six-month average consumption recorded in meter no "WLT246494".

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 4141-1519-2971, having CD-0.01KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 11.12.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

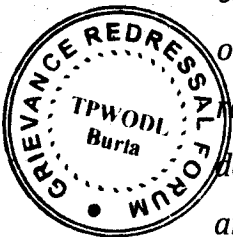
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records (FG & Samadhan App) that the first energy bill was charged in Nov-2014 on actual basis as per consumption recorded in meter No." 796960".
2. January-2015 bill was charged on actual basis with "412" units recorded in above mentioned meter.
3. Thereafter, provisional bills were charged from Feb-2015 to Sept-2016.
4. Nov-2016 bill was raised abnormally with "4729" units on actual basis, taking the initial reeding of KWH" 412" & final reading of KWH" 5141", as recorded in above meter.
5. Further, average bills were charged from Feb-2017 to Sept-2021 on different units from time to time.
6. A meter bearing SL. No." WLT246494" was installed on 20-Oct-2021 & actual bills continued thereafter as per advanced consumption recorded.
7. The Physical Verification report dtd.12.09.2025 revealed that existing meter bearing meter SL.No." WLT246494" has been found in running condition with meter status found "ok" & advanced reading recorded as KWH"0001391".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from date of initial power supply to November-2016 are to be revised by recasting the total accumulated consumption of KWH" 4729", recorded in meter SL.No." 796960". Further, the average bills charged limited to two years prior to date/month of installation of subsequent meter No." WLT246494" (installed on 20-Oct-2021), are to be revised 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

1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from the date of initial power supply (i.e. 11-Dec-2012) to November-2016, on the basis of recasting the total accumulated consumption of KWH" 004729", recorded in meter No." 796960", on actual monthly average basis 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.*

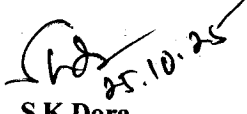



President
Grievance Redressal Forum
TPWODL, Burla - 768017

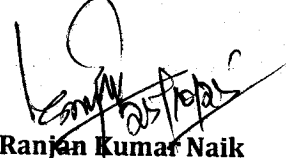
2. The Opposite Party is directed to revise the average energy bills charged from October-2019 to September-2021, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." WLT246494", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
3. 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.
4. 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 (by the end of November 2025) from the date of issue of this order.


S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

1. Sasi Kisan, At-Laimura, 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/383/2025)

