

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

Ref: GRF/Burla/Div/DED/ (Final Order)/416 (4)

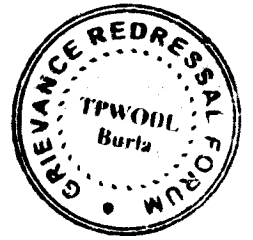
Date: 25/10/2025

Present:

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

1	Case No.	BRL/387/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Goutam Sahu C/O-Urbasi Sahu At-Kandarpa, Po/Ps-Laimura, Dist-Deogarh		4141-1519-1089	7848973766																																
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																																			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017



Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Goutam Sahu
Represented by Urbasi Sahu

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

GRF Case No- BRL/387/2025

Goutam Sahu
C/O-Urbasi Sahu
At-Kandarpa, Po/Ps-Laimura
Dist-Deogarh
Consumer No-4141-1519-1089

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt Urbasi Sahu on behalf of Goutam Sahu 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 average bill raised during Feb/Mar - 2015 to August-2019 due negative reading punched by meter reader.
2. 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 20.12.2010 with meter no "806329" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Jan-2015.
3. The average bill served to consumer from Feb-2015 to Aug-2019.
4. The Meter No "LW321381" was installed on Dt.02.10.2019 with IMR=0 (FG) and the bill served to consumer on actual basis up to June-2023.
5. It can be observed that, during the billing month of Jan-2020, Jun-2020 & Nov-2020, arbitrary reading punched (less from previous meter reading), which effect total unit rounded up and high consumption unit charged to consumer account.
6. There is average bill served to consumer from July-2023 to Jan-2024, has already been revised by Opposite Party on Dt.05.06.2025 and amount of Rs.137.72 withdrawn & reflected in consumer ledger.


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7. The Meter No "TWB119242" was installed on Dt.26.02.2024 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
8. The opposite party suggested that, the average billing from Apr-2016 to March-2018 may be revised by taking six-month average consumption recorded in meter no "LW321381" & billing from Aug-2020 to Dec-2020 may be revised on the basis of "recast of reading" recorded in meter no "LW321381".

OBSERVATION

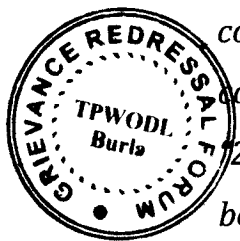
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1519-1089, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 20.12.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Consumer was billed on average basis from February/March-2015 to August-2019 due to negative reading punched in the system.
2. Subsequently consumer was billed erroneously from Oct-2019 to December-2020 due to erratic meter reading.
3. 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 Oct/Nov-2017 to October-2019 basing on six-month average consumption of meter having SI No LW321381 with IMR "12" on July-2020 and FMR "284" on December-2020., 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 revise the energy bills charged to the complainant consumer by recast the bill from November-2020 to December-2020 taking IMR as "240" and FMR as "284" as recorded in meter SI No- "LW321381",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, i.e within November-2025, from the date of issue of this order.

S.K. Dora
25/10/2025

(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017

S. Tripathy
25/10/25

Member (Finance)

Grievance Redressal Forum

TPWODL, Burla - 768017

Ranjan Kumar Naik
25/10/25

Ranjan Kumar Naik

(President)

President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Goutam Sahu, C/O-Urbasi Sahu, At-Kandarpa, 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/387/2025)

