

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)/ 412 (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/388/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dasharathi Kisan C/O-Anita Kisan At-Lambudura, Po/Ps-Laimura, Dist-Deogarh		4141-1519-2711	
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-	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	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- Dasharathi Kisan
Represented by Anita Kisan

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

GRF Case No- BRL/388/2025

Dasharathi Kisan
C/O-Anita Kisan
At-Lambudura, Po/Ps-Laimura
Dist-Deogarh
Consumer No-4141-1519-2711

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

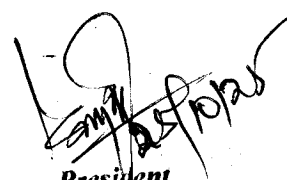
Smt Anita Kisan on behalf of Dasharathi Kisan appeared in the hearing on Dt. 11.09.2025 at the camp held at ESO Office, Tileibani. The complainant submitted during course of hearing in brief as follows:

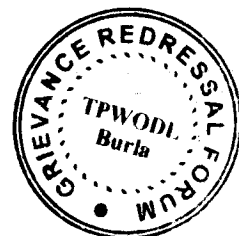
1. The complainant has complained regarding average bill raised from Aug/Sept -2014 to June-2020 due negative reading punched by meter reader.
2. The complainant has prayed for consider the problem and revise the average bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from March-2013 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 05.06.2012 with meter no "WESCO9105837" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to July-2014.
3. The average bill served to consumer from Aug-2014 to May-2020.
4. The Meter No "LW414225" was installed on Dt.22.06.2020 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis up to Nov-2022.
5. The average bill served to consumer from Dec-2022 to April-2025.
6. The Meter No "TWST15048034" was installed on Dt.02.06.2025 with IMR=0 (FG) and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, the average billing from June-2018 to May-2020 may be revised by taking six-month average consumption recorded in meter no "LW414225".


President
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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 4141-1519-2711, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 05.06.2012. 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 August/September-2014 to June-2020 due to negative reading punched in the system.
2. Subsequently meter, having SI No LW414225, was installed on 22.06.2020 and then onwards the electricity bill served to the consumer on actual basis.
3. The total load, as per PVR made on date 12/09/2025, is 18 watts. No hooking/ bypass/ heavy load found in consumer premises during inspection.

ORDER

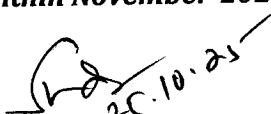
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from June-2018 to May-2020 basing on the average consumption as arrived out of the revision already made and affected on 06/03/2022 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.*

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.

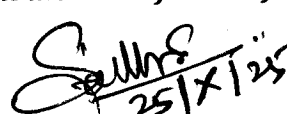
Accordingly, the case is disposed of.

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.


25.10.25

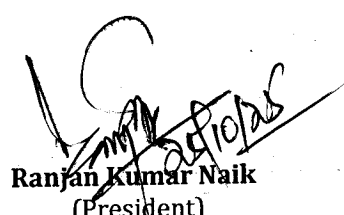
S.K Dora
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017


25/10/25

S.Tripathy
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


25/10/25

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

Copy to: -

1. Dasharathi Kisan, C/O-Anita Kisan, At-Lambudura, 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/388/2025)

