

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)/415 (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/390/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dam Kisan C/O-Madan Kisan At-Tipirisingha, Po/Ps-Laimura, Dist-Deogarh		4141-1519-1151	9078275793
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			

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Dam Kisan
Represented by Madan Kisan

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

GRF Case No- BRL/390/2025

Dam Kisan
C/O-Madan Kisan
At-Tipirisingha, Po/Ps-Laimura
Dist-Deogarh
Consumer No-4141-1519-1151

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

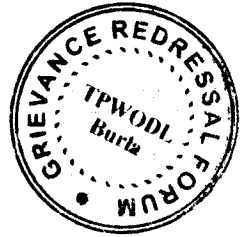
Sri Madan Kisan on behalf of Dam Kisan appeared in the hearing on Dt. 11.09.2025 at the camp held at ESO Office, Tileibani. The complainant submitted during course of hearing in brief as follows:

1. The complainant has complained regarding erroneous bill raised from Aug/Sept - 2016 to November-2018 due erratic 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 15.12.2010 with meter no "809958" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to May-2017.
3. In the billing month of Aug-Sept 2016 the meter reader punched CMR as '238' (less from previous meter reading i.e 1290 on July-2015), which effect total unit rounded up and 8948 units billed & Rs.45673.95 charged to consumer account. Once in the billing month April-May 2017 the meter reader punched the CMR as '2390' so abnormal high 2152 units billed & Rs.11861.00 charged to consumer account.
4. The abnormal billing charged from June-2017 to Nov-2018. Considering the load survey and present consumption pattern, it is hard to believe upon the possibility of "suppression of reading" or "round complete". There is possibly the meter might have gone defective.
5. The Meter No "LW085461" was installed on Dt.05.12.2018 with IMR=1 and then onwards the electricity bill served to consumer on actual basis.



6. The opposite party suggested that, bill revision will be done on the basis of "recast of reading" from Aug-2015 to May-2017 consumption recorded in meter no "809958 &" the abnormal billing from June-2017 to Nov-2018 may be revised by taking six-month average consumption recorded in existing meter no "LW85461"

OBSERVATION

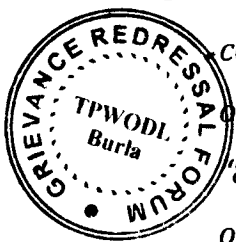
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1519-1151, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 15.12.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Consumer was billed erroneously from August/September-2016 to November-2018 due to erratic reading made by meter reader, showing three times round complete within a span of 2 years having connected load of 196 watts, which is totally absurd.
2. Subsequently meter, having SI No LW085461, was installed on 05.12.2018 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 196 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

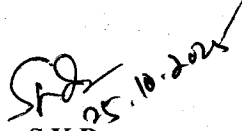
1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer by recasting the bills from August-2015 to May-2017 taking IMR as "1290" on August-2015 and FMR as "2390" on May-2017 as recorded in meter SI No- "809958", duly adjusting the bill revision made earlier and/or 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 June-2017 to November-2018 by taking succeeding six months actual monthly average consumption recorded in meter SI No-"LW085461", taking IMR as "40" on March-2019 and FMR as '373' on October-2019, 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.

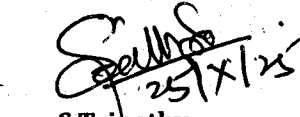
Accordingly, the case is disposed of.

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
(Co-Opted Member)

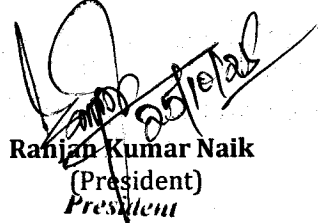
Co-opted Member

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. Dam Kisan, C/O-Madan Kisan, At-Tipirisingha, 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/390/2025)

