

Grievance Redressal Forum

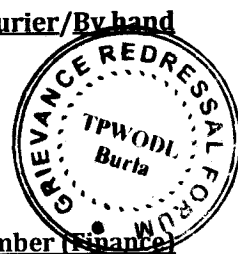
TPWODL, BURLA

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)/ 411 (4)

Date: 25/10/2025

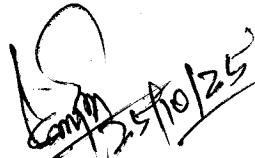
Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

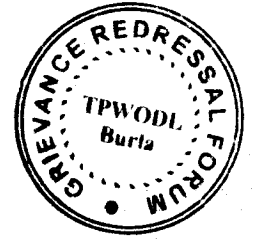
1	Case No.	BRL/392/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Bundi Bhanja C/O-Santosh Kisan At-Lambadora, Po/Ps-Laimura, Dist-Deogarh-768108		4141-1519-2699	9337296591																																
3	Respondent/s	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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15. Others (Specify) -X																																					
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> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</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	25/10/25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			


 25/10/25
 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Bundi Bhanja
Represented by Santosh Kisan



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

GRF Case No- BRL/392/2025

Bundi Bhanja
C/O-Santosh Kisan
At-Lambadora, Po/Ps-Laimura
Dist-Deogarh
Consumer No-4141-1519-2699

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Santosh Kisan on behalf of Bundi Bhanja 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:

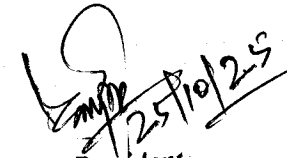
1. The complainant has complained regarding average bills raised from February-2015 to September-2021.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from 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 06.06.2012 with meter no "805603" 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 Sept-2021.
4. The Meter No "WLT239848" was installed on Dt.27.10.2021 with IMR=0 (FG) and then the electricity bill served to consumer on actual basis up to Apr-2025.
5. The Meter No "TWST15048036" was installed on Dt.02.06.2025 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
6. The opposite party suggested that, the average billing from Sept-2019 to Aug-2021 may be revised by taking six-month average consumption recorded in meter no "WLT239848".


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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 4141-1519-2699, 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,

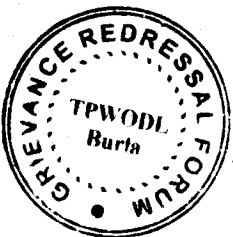
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records (FG & Samadhan App) that average bills were charged continuously from June-2013 to September-2021 on different units from time to time.
2. A meter bearing SL. No." WLT239848" was installed on 27-Oct-2021 & actual bills continued thereafter as per advanced consumption recorded.
3. It was also observed that another new meter bearing SL. No." TWST15048036" was installed on 02-Jun-2025.
4. The Physical Verification report dtd.12.09.2025 revealed that existing meter bearing meter SL.No." TWST15048036" has been found in running condition with meter status found "Ok" & advanced reading recorded as KWH"000036".

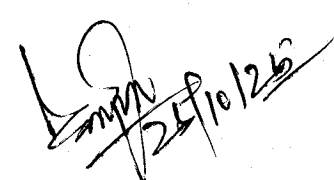
The Forum on scrutinizing the records, reports available on record construed that the average bills charged limited to two years prior to date/month of installation of meter No." WLT239848" (installed on 27-Oct-2021), are to be revised as per regulation 155 of OERC Distribution (Condition of Supply), 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 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." WLT239848", 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.*
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.*

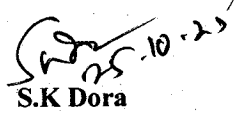


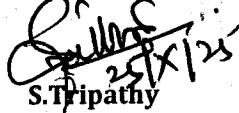

President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 (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. Bundi Bhanja, C/O-Santosh Kisan, At-Lambadora, 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/392/2025)

