

**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)

Date: 31.10.2025

Ref: GRF/Burla/Div/DED/ (Final Order)/ 429(4)

Present:

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

1	Case No.	BRL/397/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bir Kisan C/O-Surendra Kisan At-Tipirisingha, Po-Parposi, Dist-Deogarh		4141-1519-1134	8260136200
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	27.10.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Bir Kisan

Represented by Surendra Kisan

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

GRF Case No- BRL/397/2025

Bir Kisan

C/O-Surendra Kisan

At-Tipirisingha, Po-Parposi

Dist-Deogarh

Consumer No-4141-1519-1134

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Surendra Kisan on behalf of Bir 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 raised objection regarding average bills raised from March-2015 to Sept-2015 & Sept-2020.
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 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 "810900" 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-2018.
4. The Meter No "LW008310" was installed on Dt.30.10.2018 with IMR=1 and the bill served to consumer on actual basis up to May-2025. It can be observed that there is abnormal bill charged (seems as wrong punched) in Nov-Dec/2020 & Sep-2020.
5. There is average bill served to consumer from Jun-2025 to July-2025.
6. The Meter No "TWB119242" was installed on Dt.12.08.2025 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, the average billing from Oct-2016 to Sept-2018 may be revised by taking six-month average consumption recorded in meter no "LW008310" & billing from March-2019 to Oct-2020 may be revised on the basis of "recast of reading" recorded in meter no "LW008310".

[Handwritten signature]
11/09/25

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 4141-1519-1134, 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,

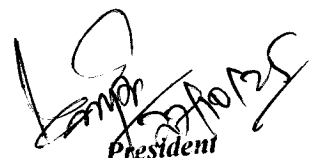
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records (FG & Samadhan App) that provisional/average bills previously charged from Feb-2015 to Sept-2018 @68 units/272 units on bi-monthly basis.
2. A meter bearing SL. No." LW008310" was installed on 30-Oct-2018, replacing the old meter No." 810900".
3. As per objection raised regarding abnormal bill charged in Sept-20, it was revealed that "981" units were charged for the month on actual basis, even though the current reading was kwh"232"& initial reading was kwh"251".
4. It was also observed that another new meter bearing SL. No." TWSP51277799" was installed on 12-Aug-2025, replacing the old meter No." LW008310".

The Forum on scrutinizing the records, reports available on record construed that the average bills charged limited to two years i.e. from Oct-2016 to Sept-18 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in subsequent meter No." LW008310". Further, energy bills raised from March-2019 to Oct-2020 are to be revised as per actual; consumption recorded in above mentioned meter to redress the grievances accordingly.

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 from Oct-2016 to Sept-2018, on the basis of actual monthly average consumption recorded in meter SL. No." LW008310", considering initial reading as on the date/month of installation of above mentioned meter and final reading as Kwh"469" as on Oct-2020, 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 energy bills charged from March-2019 to Oct-2020, on the basis of actual monthly average consumption recorded in meter SL. No. LW008310", considering initial reading as KWH"68" as on March-2019 and final reading as Kwh"469" as on Oct-2020, 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

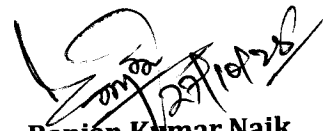
TPWODL, Burla - 768017



S. Tripathy
Member (Finance)
Member

Grievance Redressal Forum

TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Bir Kisan, C/O-Surendra Kisan, At-Tipirisingha, Po-Parposi, 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/397/2025)