

**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

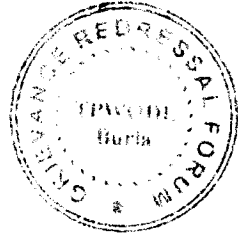
Ref: GRF/Burla/Div/DED/ (Final Order)/ 430(4)

Present:

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

1	Case No.	BRL/398/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hadu Kisan C/O-Ganeswar Majhi At-Laimura, Po/Ps-Laimura, Dist-Deogarh-768108		4141-1519-3059	8280581956
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



Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Hadu Kisan
Represented by Ganeswar Majhi

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

GRF Case No- BRL/398/2025

Hadu Kisan
C/O-Ganeswar Majhi
At-Laimura, Po/Ps-Laimura
Dist-Deogarh
Consumer No-4141-1519-3059

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Ganeswar Majhi on behalf of Hadu 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 abnormal energy bills raised previously but failed to submit the period & nature of dispute.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

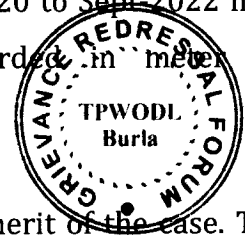
SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Nov-2014 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 11.12.2012 with meter no "809231" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to March-2017.
3. The average bill served to consumer from April-2017 to Sept-2022.
4. The Meter No "TPWODL1123451" was installed on Dt.16.10.2022. The average bill served to consumer from Oct-2022 to Oct-2023 has already been revised by Opposite Party on Dt.05.12.2023 and amount of Rs.3659.97 withdrawn & reflected in consumer ledger.
5. Once again the average bill charged to consumer from March-2024 to July-2025 has already been revised by Opposite Party on Dt.11.09.2025 and amount of Rs.11928.52 withdrawn & reflected in consumer ledger.

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6. The opposite party suggested that, the average billing from Oct-2020 to Sept-2022 may be revised by taking six-month average consumption recorded in meter no "TPWODL112351".



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 4141-1519-3059, having CD-2.00KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 11.12.2012. 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 provisional/average bills previously charged from April-2017 to October-2023 on different units from time to time.
2. A meter bearing SL. No." TPWODL1123451" was installed on 16-Oct-2022 but was updated in billing database later on 23-Nov-2023, replacing the old meter No." 809231".
3. That, the bills charged to the complainant from Octo-2022 to Oct-2023 & from March-2024 to July-2025 were revised by the Opposite Party and Rs. 3659.97/- & Rs.11982.52/- were credited back (deducted from) to the consumer account respectively.
4. It was observed that average bills raised limited to two years prior to installation of meter No." TPWODL1123451" were not revised by the Opposite Party which ought to be reassessed to redress the grievances accordingly.

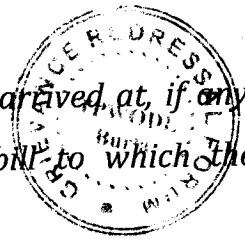
ORDER

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 October-2020 to September-2022, on the basis of revised units as derived during bill revision already carried out from October-2022 to October-2023 & effected in consumer ledger on 05-12-2023, 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.*

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31/10/25

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

S. Tripathy
Member (Finance)
Member

Ranjan Kumar Naik
(President)
President

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1. Hadu Kisan, C/O-Ganeswar Majhi, At-Laimura, 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/398/2025)