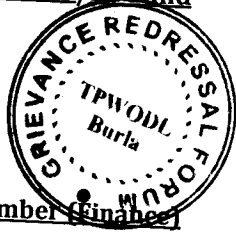


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

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)/ 408 (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/400/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Gundru Kisan C/O-Loknath Kisan At-Tipirisingha, Po/Ps-Laimura, Dist-Deogarh		4141-1519-1192	9692816570																																
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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7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></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																																			

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

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Gundru Kisan
Represented by Loknath Kisan

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



GRF Case No- BRL/400/2025

Gundru Kisan
C/O-Loknath Kisan
At-Tipirisingha, Po/Ps-Laimura
Dist-Deogarh
Consumer No-4141-1519-1192

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Loknath Kisan on behalf of Gundru 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:

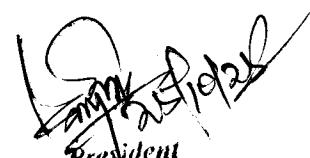
1. The complainant has raised objection regarding average bills raised previously but could not emphatically mention the period of dispute.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from 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 "810904" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Nov-2013.
3. The average bill served to consumer from Dec-2013 to Sept-2018 has already been revised by Opposite Party on Dt.26.11.2024 and amount of Rs.8591.00 withdrawn & reflected in consumer ledger.
4. The Meter No "LW008316" was installed on Dt.30.10.2018 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis up to Oct-2022.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

5. The abnormal billing from March-2019 to June-2021 has already been revised by Opposite Party on Dt.26.11.2024 and amount of Rs.7996.25 withdrawn & reflected in consumer ledger.
6. The average bill served to consumer from Dec-2022 to Aug-2024.
7. The Meter No "TWB160198" was installed on Dt.03.09.2024 with IMR=0 (FG) and as per ESO Tileibani PVR on Dt.12.09.2025, it is suspected that the meter might have gone defective.
8. The opposite party suggested that, the average billing from Dec-2022 to Nov-2024 may be revised by taking six-month average consumption after installation of new meter.

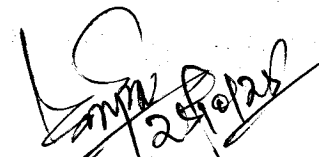
OBSERVATION

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 4141-1519-1192, 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 average bills previously charged from December-2013 to September-2018 were revised by the Opposite Party & Rs. 8591.00/- deducted (credited) from the consumer account on 26-11-2024. The abnormal & provisional bills from Mar-2019 to June-2021 were also revised by the Opposite Party & Rs. 7996.25/- deducted(credited) from the consumer account on 26-11-2024.
2. It was observed that provisional/average bills were cahregd subsequently from Dec-2022 to Aug-2024.
3. A meter bearing SL. No." TWB160198" was installed on 03-Sep-2024 but no meter readings were advanced till June-2025 billing with billing status remained "not in use".
4. It was also observed that another new meter bearing SL. No." TWSP51297137" was installed on 27-Sep-2025, replacing the old defective meter No." TWB160198".

The Forum on scrutinizing the records, reports available on record construed that the average bills charged limited to two years i.e. from September-2022 to August-2024 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in existing meter No." TWSP51297137" to redress the grievances accordingly.




 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

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 September-2022 to August-2024, on the basis of succeeding six months actual monthly average consumption recorded in the existing new meter SL. No." TWSP51297137", 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.*
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.*

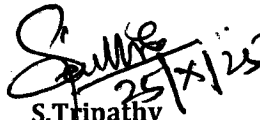
Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of April 2026) from the date of issue of this order.


25/10/25

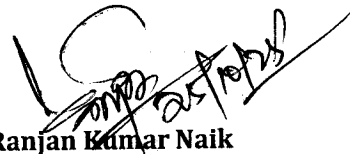
S.K Dora
(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to: -


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

1. Gundru Kisan, C/O-Loknath 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/400/2025)

