

**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)/ 483(4)

Date: 26.11.25

Present:

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

1	Case No.	BRL/489/2025					
2	Complainant/s	Name & Address		Consumer No			
		Rajesh Ku Sahu At-Ganesh Chowk, Po-Deogarh Dist-Deogarh		4141-1411-2631	8763578512		
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh			
4	Date of Application	15.11.2025					
5	In the matter of-	1. Agreement/Termination	<input checked="" type="checkbox"/>	2. Billing Disputes	<input checked="" type="checkbox"/>		
		3. Classification/Reclassification of Consumers	<input checked="" type="checkbox"/>	4. Contract Demand / Connected Load	<input checked="" type="checkbox"/>		
		5. Disconnection / Reconnection of Supply	<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer	<input checked="" type="checkbox"/>		
		7. Interruptions	<input checked="" type="checkbox"/>	8. Metering	<input checked="" type="checkbox"/>		
		9. New Connection	<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP	<input checked="" type="checkbox"/>		
		11. Security Deposit / Interest	<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipments	<input checked="" type="checkbox"/>		
		13. Transfer of Consumer Ownership	<input checked="" type="checkbox"/>	14. Voltage Fluctuations	<input checked="" type="checkbox"/>		
		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 <input checked="" type="checkbox"/>			
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			15.11.2025			
9	Date of Order	26.11.25					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others	<input type="checkbox"/>
11	Details of Compensation awarded, if any.	NIL					

Ranjan Kumar Naik
 President
 26.11.25

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Rajesh Ku Sahu



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

GRF Case No- BRL/489/2025

Rajesh Ku Sahu
At-Ganesh Chowk, Po-Deogarh
Dist-Deogarh
Consumer No-4141-1411-2631

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Rajesh Ku Sahu appeared in the hearing on Dt. 15.11.2025 at the camp held at SDO Office, Deogarh. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding non release of new power supply that was applied. The complainant could not submit the details of new power supply application filed.
2. To revise the abnormal energy bills charged against existing LT-General Purpose connection, as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from March-2019 to Oct-2025, a Physical Verification Report carried out on 17.11.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply to the consumer released on 21.03.2019 vide meter no "WPM312184" under 'General Purpose' category with CD-1 KW. Since then actual billings have been raised upto Sept-20.
2. After that, average billings have been raised from Oct-2020 to Sept-25 (except the disconnection period from 28.02.24 to 17.10.25) due to meter defective which has elevated the arrear position to Rs.45097.08 for the month ended Oct-25.
3. Then, new meter bearing sl no "TWS51305662" installed on Dt.29.10.2025 which is continuing till date properly with reading '03' KWh as on PVR Dt.17.11.25.
4. As regards to grievance of complainant for withholding the release of New Service Connection, is due to non-payment of outstanding dues as per OERC Regulation (Condition of Supply), 2019.

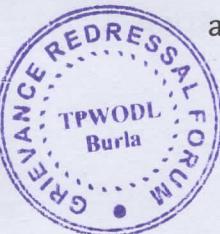
Saman Singh, President
Grievance Redressal Forum
TPWODL, Burla - 768017

5. The opposite party suggested that, revision of bill for 02 yrs as per OERC Reg-155 is done from July-2021 to June-2023 basing on subsequent six months actual consumption made in existing meter.
6. The opposite party also suggested that, for availing new supply, consumer has to pay a certain amount as decided by the Hon'ble Forum along with a under taking in form of Affidavit mentioning to clear the remaining dues after revision of bill.

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 4141-1411-2631, having CD-1KW under LT-General Purpose<110 KVA category, coming under ESO-Deogarh & initial power supply effected on 21.03.2019. 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 licensees soft records (FG & Samadhan App) that initial power supply was extended on 21-Mar-2019 & Actual bills continued to charge till Septmeber-2020 billing, as per consumption recorded in meter No" WPM312184".
2. Thereafter, average bills continuously raised from October-2020 to June-2023 on different monthly units from to time.
3. That, no monthly energy bills were charged from July-2023 to January-2024. The Opposite Party could not submit the reason to this aspect.
4. It was observed that the power supply was disconnected on 28-Feb-2024 & later reconnected on 17-Oct-2025. However, Monthly Fixed Charges were levied during July-2023 to October-2025 billing.
5. A new meter bearing SL.No." TWSP51305662" was installed on 29-Oct-2025, replacing the old defective meter No." WPM312184" & actual bill was charged for the month.
6. On reply to the petition filed by the complainant, the Opposite Party clarified that due to non-payment of past arrear dues stands against the existing LT-G.P. connection bearing SC.No."414114112631", the new power supply could not extended till date as per provisions of law. However, the Opposite Party urged before the Forum to issue directions to revise the energy bills charged from July-2021 to June-2023 with an undertaking in the form of an affidavit to clear the arrear dues after revision of above bills.



The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from July-2021 to June-2023 are to be revised by the Opposite Party based on the actual monthly average consumption recorded in subsequent meter No." TWSP51305662", to extend fair & reasonable justice to the complainant accordingly. The complainant is advised to approach the Opposite Party in allowing suitable instalments, if any, to pay the revised bill amount. The Opposite Party is advised to allow suitable instalments as per Discom norms in force, upon request made by the complainant & fix the stricture/schedule of payment in order to extend new power supply to the complainants premises. The complainant is required to submit an undertaking through an affidavit before the Opposite Party, declaring the payments to be made by him on revision of above period bills & as agreed upon by the parties to the case. The Opposite Party is advised to extend necessary support to the complainant in availing new power supply applied for.

ORDER

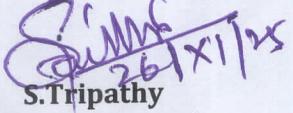
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

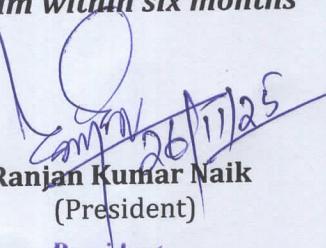
1. *The Opposite Party is directed to revise the energy bills charged from July-2021 to June-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWSP51305662", from the date/month of installation of the same, duly adjusting the bill revision made 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, 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 six months (by the end of May-2026) from the date of issue of this order.


S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017
Final Order(GRF Case No. BRL/489/2025)


S. Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017
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Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Rajesh Ku Sahu, At-Ganesh Chowk, Po-Deogarh , 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/489/2025)

