

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/SEED/ (Final Order)/ 537(4)

Date: 06.12.25

Present:

Sri Ranjan Kumar Naik, President

Sri Sovan Tripathy Member(Finance)

1	Case No.	BRL/496/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kailash Chandra Nayak At-Mahada,Laida Po-Baijapali,Rengali, Dist- Sambalpur-768212		4160-0103-0302	9556981247
3	Respondent/s	EE (Elect) SEED, TPWODL,Sambalpur			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	18.11.2025			
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	18.11.2025			
9	Date of Order	06.12.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President
06/12/25

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Laida, TPWODL, Sambalpur.

Appeared

For the Complainant- Kailash Chandra Nayak

For the Respondent - EE(Elect.), SEED, TPWODL.



GRF Case No- BRL/496/2025

Kailash Chandra Nayak
At-Mahada, Laida
Po-Baijapali, Rengali,
Dist- Sambalpur-768212.
Consumer No.-4160-0103-0302

COMPLAINANT

VRS

(1) EE(Elect.), SEED, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Kailash Chandra Nayak, appeared in the Camp Court hearing held at ESO Office Laida, under SDO-Rengali, on Dt. 18.11.2025. The complainant submitted during course of hearing in brief as follows:

- 1) To revise the abnormal bill raised during the month July-2025 amounting to Rs 14806/- with 8658 units.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

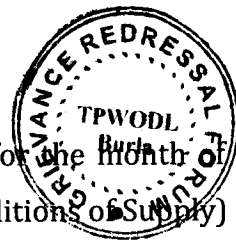
The opposite party could not submit any relevant documents in this case.

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 4160-0103-0302, having CD-2.0HP under LT- IRRIGATION PUMPING AND AGRICULTURE category, coming under ESO- Laida. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) The initial date of power supply is 01/01/1990 with installed meter no. UWESCO119938.
- 2) Provisional bills were served to the consumer from February-2001 to June-2006, on load factor basis with 162/87 units/months.
- 3) Power supply was laying disconnected from July-2006 to March-2021 and bills were not generated from April-2021 to June-2025.
- 4) Power supply was reconnected on 19/08/2025 (as available in the FG data) and average bill was generated for 52 months with 8658 units amounting to Rs 14806.74/- for the bill stop period which is totally unjustified. Then onwards average bills are being served till date.
- 5) As per latest meter installation protocol & meter photo submitted by the Opposite Party, it was observed that a new meter sl no "TWSC5902917" was installed on 02.12.2025.

President
Grievance Redressal Forum
TPWODL, Burla - 768017



From the above facts and figure, The Forum construed that bill for the month of July-2025 needs to be revised as per regulation 155 of OERC distribution (Conditions of Supply) code 2019 after installation of new meter.

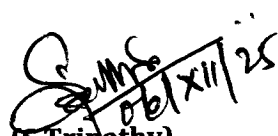
ORDER


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 bills from July-2025 to 01.12.2025 (i.e upto the date of installation of new meter) taking one-year average consumption of the newly installed meter bearing meter sl no "TWSC59029171", 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 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 year (by the end of December-2026 from the date of issue of this order.


(S. Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


(Ranjan Kumar Naik)
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -**
- (1) Kailash Chandra Nayak, At-Mahada, Laida, Po-Baijapali, Rengali, Dist- Sambalpur-768212
 - (2) Sub-Divisional Officer (Elect.), Rengali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
 - (3) Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
 - (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/496/2025)