

**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/SEED/ (Final Order)/ 563(4)

Date: 31-12-25

Present:

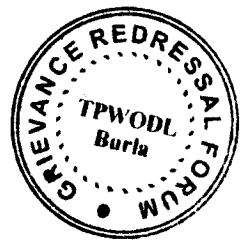
Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

| | | | | | | | |
|----|--|---|--|---|--|--------|--|
| 1 | Case No. | BRL/524/2025 | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | | | |
| | | Ganeswar Majhi At-Kudanali, Po-Jamjuri, Naktideol, Dist-Sambalpur | | 4164-3310-0213 | 9692569779 | | |
| 3 | Respondent/s | S.D.O (Elect), Rairakhol | | Division S.E.E.D, TPWODL, Sambalpur | | | |
| 4 | Date of Application | 05.12.2025 | | | | | |
| 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 | 05.12.2025 | | | | | |
| 9 | Date of Order | 31/12/25 | | | | | |
| 10 | Order in favour of | Complainant | <input checked="" type="checkbox"/> | Respondent | <input type="checkbox"/> | Others | |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | |

31/12/25
President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Place of Camp: ESO Office, Naktideol



Appeared

For the Complainant- Ganeswar Majhi

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

GRF Case No- BRL/524/2025

COMPLAINANT

Ganeswar Majhi
At-Kudanali, Po-Jamjuri, Naktideol,
Dist-Sambalpur

Consumer No-4164-3310-0213

VRS

SDO(Electrical), Rairakhol, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Ganeswar Majhi appeared in the hearing on Dt. 05.12.2025 at the camp held at ESO Office, Naktideol. The complainant submitted during course of hearing in brief as follows:

1. To revise the average bill charged prior to installation of present meter.

Previous Complain, if any: Not Available

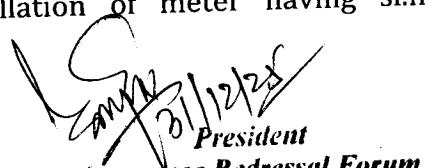
SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Oct-2010 to Oct-2025 & a Physical Verification Report carried out on 09.12.25 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 4164-3310-0213, having CD-1.00KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 07.10.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The date of initial power supply is 07/10/2010 with installed meter no. 1888430.
2. Again, a meter having sl. no. 8046368 was installed during October-2011 and actual billing continued up to February-2012. From March-2012 to May-2022, bills were raised on provisional/average basis.
3. Again, a meter having sl. no. TPWODL1038765, was installed on 17/06/2022 and actual bills were continued to till date.
4. For delay meter updating, bill revision was done from 5/2022(17/06/2022) to 9/2022(18/10/2022) with a credit sundry of Rs1068.58 on date 21/11/2022.
5. So, provisional/average bills generated prior to installation of meter having sl.no. TPWODL1038765, needs to be revised.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

ORDER

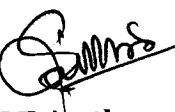
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to revise the EC bill from June-2020 to May-2022, taking six-months actual monthly average consumption of the meter No."TPWODL1038765", installed on 17/06/2022, 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, considering 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 January-2026) 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

Copy to:-

1. Ganeswar Majhi, At-Kudanali, Po-Jamjuri, Naktideol, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, 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/524/2025)

