



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.0663-2999601Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 561(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/526/2025				
2	Complainant/s	Name & Address		Consumer No		
		Bhajman Samal C/O-Rangalata Samal At/Po-Gogua Dist-Sambalpur-768106		4164-3303-0424	9438292458	
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	✓	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL				



Place of Camp: ESO Office, Naktideol

Appeared

For the Complainant- Bhajman Samal
Represented by Rangalata Samal

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

GRF Case No- BRL/526/2025

COMPLAINANT

Bhajman Samal
C/O-Rangalata Samal
At/Po-Gogua
Dist-Sambalpur
Consumer No-4164-3303-0424
VRS
SDO(Electrical), Rairakhol, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Rangalata Samal on behalf of Bhajman Samal 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

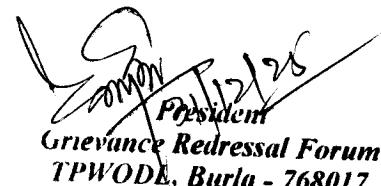
SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2008 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 4164-3303-0424, having CD-1.00KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 17.01.2008. 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 17/01/2008 with installed meter no. 167173A.
2. Actual bill continued up to Oct-Nov/2009 and then onwards provisional/average bills continued up to Dec-Jan/2017.
3. Again, a meter having sl. no. WUS24151 was installed during Feb-March/2017 and actual billing continued up to Oct-Nov/2018. From Dec-Jan/2019 to October-2021, bills were raised on provisional/average basis.
4. Again, a meter having sl. no. WLT012412, was installed on 22/11/2021 and actual bills were continued up to April-May/2022. From June-July/2022 to Dec-Jan/2023, bills were raised on provisional/average basis.


President
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5. Again, a meter having sl. no. TW02066151, was installed on 12/20/2023 and actual bills were continued to till date.
6. It was revealed that bills from Dec-2018 to Oct-2021 were already revised by the Opposite Party & Rs.3911.94/- credited back to the consumer's account on 23.05.2025.
7. So, provisional/average bills generated prior to installation of meter having sl.no. "WUS24151", needs to be revised.

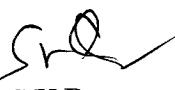
ORDER

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

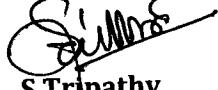
1. *The Opposite Party is directed to revise the EC bill from Feb-Mar/2015 to Dec-Jan/2017, taking subsequent six-months actual monthly average consumption of the meter having sl.no. "WUS24151" installed during Feb-Mar/2017, duly adjusting the bill revision made earlier and/or the benefit arising out 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.

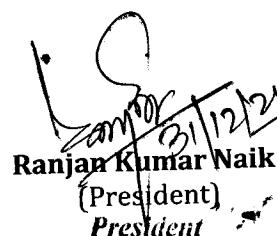
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of January-2026) from the date of issue of this order.



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

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/526/2025)