

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)

Date: 31.12.25

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 560 (4)

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

1	Case No.	BRL/527/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dinabandhu Dehury At-Kudanali, Po-Jamjuri Dist-Sambalpur-768106		4164-3303-0126	8280184143
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			

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

Place of Camp: ESO Office, Naktideol

Appeared

For the Complainant- Dinabandhu Dehury

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

GRF Case No- BRL/527/2025

Dinabandhu Dehury

At-Kudanali, Po-Jamjuri

Dist-Sambalpur

Consumer No-4164-3303-0126

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Dinabandhu Dehury 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 old provisional/average bill charged earlier.

Previous Complain. if any: Not Available

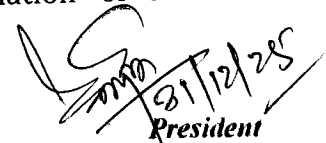
SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Apr-2006 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 4164-3303-0126, having CD-1.00KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 08.11.2020. 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 08/11/2000 with no meter installed.
2. The bill raised during the without meter period is already revised on, 30/03/2025 with credit sundry of Rs 3667.03.
3. A meter having sl. no. 16628 was installed during Sept-Oct/2002 and actual bill continued up to Feb-March/2011 with intermittent provisional/average bills raised during this period which were not duly adjusted during course of time.
4. From April-May/2011 to Dec-Jan/2017, average bills were raised with meter defective status.
5. Again, a meter having sl. no. WUS24785 was installed during Feb-March/2017 and actual billing continued to till date.
6. So, provisional/average bills generated prior to installation of meter having sl.no. WUS24151, needs to be revised.


President

Grievance Redressal Forum
TPWODL, Burla - 768017


ORDER

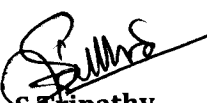
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

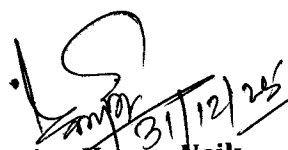
1. The Opposite Party is directed to recast the EC bill from Sept-Oct/2002 to Feb-Mar/2011, on the basis of actual monthly average consumption, taking IMR as "0" on Sept-2002 and FMR as '860'kwh on March-2011, recorded in meter SL.No." 166628", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
2. The Opposite Party is directed to revise the EC bill from Feb-Mar/2015 to Dec-Jan/2017, taking six-months actual monthly average consumption of the meter having sl.no. "WUS24785" installed during Feb-Mar/2017, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
3. 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.
4. 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
Copy to:-


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


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

1. Dinabandhu Dehury, At-Kudanali, Po-Jamjuri Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhola, 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:Bhoingar, 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/527/2025)