

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 86(4)

Date: 09.03.2026

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

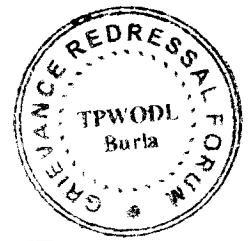
1	Case No.	BRL/112/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Santosh Bhoi At/Po-Nua-Barangamal, Dist-Sambalpur-768112.	4164-3205-0868	9938784486	
3	Respondent/s	S.D.O (Elect) Rairakhol, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	24.02.2026			
5	In the matter 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	24.02.2026			
9	Date of Order	09.03.2026			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Hatibari, TPWODL, Sambalpur

Appeared

For the Complainant- Santosh Bhoi

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



**GRF Case No- BRL/112/2026**

Santosh Bhoi

At/Po-Nua-Barangamal,

Dist-Sambalpur-768112

Consumer No-4164-3205-0868

**COMPLAINANT**

**VRS**

SDO(Elect.) Rairakhol, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Santosh Bhoi appeared in the Camp Court hearing held at ESO Office, Rairakhol on Dt. 24.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal energy bills charged previously but, failed to submit the period & nature of dispute.
- 2) To revise the EC bills as per actual meter consumption recorded.

**Previous Complain. if any:** Not Available

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted 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 4164-3205-0868, having CD-1KW under LT-Domestic category coming under ESO-Hatibari & initial power supply effected on 11.08.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that 1<sup>st</sup> energy bill raised in Sept-2014 with initial meter installed bearing SL.No."303774". Then, meter readings were advanced upto kwh"1215", recorded as of Jan-2017. Feb-17 to Mar-2018 bills charged on provisional basis.
- 2) April/May-2015 bi-monthly bill charged abnormally with "8935" units, considering the initial reading of kwh"1215" & current reading of kwh"150", thereby counting the total consumption as meter "once rounded". That, meter readings were then advanced upto the current reading of kwh"2183", as recorded upto Jan-2026 billing in the above mentioned meter. It was noticed that the same meter has been available in the premises with above advanced reading recorded.
- 3) The Forum noticed that the above abnormal consumption of "8935" units charged within a span of 16months is not symmetrical/congruent with consumption pattern observed afterwards, being the same meter still available in the premises.
- 4) The Opposite Party failed to submit the relevant documents, even after giving sufficient reasonable time to furnish & is perceived to have nothing to submit in support of their views to the case.

The case is decided based on the available documents, records & merit of the case.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Feb-2017 to Nov-2018 are to be recasted on monthly average basis, considering initial reading as in Feb-2017 & final reading as in Nov-2018, as recorded in meter SL.No." 303774", to redress the grievances in an efficacious manner.

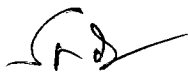
**ORDER**

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 Feb-2017 to Nov-2018 on the basis of actual monthly average consumption recorded in meter No." 303774", considering initial reading of kwh"1215" as in Feb-2017 billing & final reading as kwh"1818" as in Nov-2018, 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 within 30 days 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 month (by the end of Apr-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. Santosh Bhoi, At/Po-Nua-Barangamal, Dist-Sambalpur-768112.
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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/102/2026)