

Grievance Redressal Forum

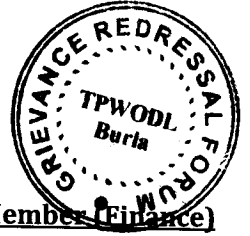
TPWODL, BURLA

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/SED/ (Final Order)/224(4)

Date: 23.04.26

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/164/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Udaynath Rath Jharmunda, Gosala Dist-Sambalpur	4118-3303-0313	6372957849 9938510885	
3	Respondent/s	S.D.O (Elect), Hirakud		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	13.03.2026			
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	13.03.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

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Place of Camp: ESO Office, Gosala

Appeared

For the Complainant- Udaynath Rath

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

GRF Case No- BRL/164/2026

Udaynath Rath
Jharmunda, Gosala
Dist-Sambalpur

Consumer No-4118-3303-0313

VRS

SDO(Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Udaynath Rath appeared in the hearing on Dt. 13.03.2026 at the camp held at ESO Office, Gosala. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding average energy bills charged previously from Oct-2021 to July-2022 due to defect of old meter.
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 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 4118-3303-0313, having CD-2.50 KW under LT-Domestic category, coming under ESO-Gosala & initial power supply effected on 01.03.2007. 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 & as per complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that Sept-2021 bill was charged on actual basis, considering the current reading of kwh" 8504" as recorded in meter SLNo." LW297672".
2. Thereafter, provisional/average bills raised continuously from Oct-2021 to Aug-2022 on different units from time to time.


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3. It was revealed that a new meter SL.No." TPWODL1067436" was installed on 29-Aug-2022, replacing the old meter No." LW297672" & actual bills continued upto April-2025, after which another meter No." TWST15089328" was installed on 24-Jul-2025. Actual bills continued to charge thereafter till last billing as per advanced consumption recorded in above mentioned meter.
4. That the Opposite Party has already revised the average energy bill particularly charged in Aug-2022 i.e. from the date of installation of above meter 29-08-2022 to 14-09-2022 and Rs. 268.32 was debited to the consumer account, based on the actual monthly average consumption recorded in subsequent meter No." TPWODL1067436".
5. 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 & as per specific complaint filed by the complainant, construed that the provisional & average energy bills charged from Oct-2021 to 28-08-2022 as per actual consumption recorded in subsequent meter SLNo." TPWODL1067436", 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 Oct-2021 to 28-08-2022, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." TPWODL1067436" from the date/month of installation of the same, 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.*


President

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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.

In terms of the above, the petition is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of May-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

1. Udaynath Rath, Jharmunda, Gosala Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Hirakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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/164/2026)

