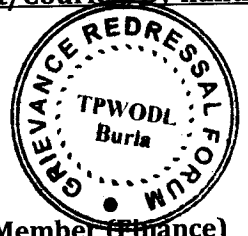


**Grievance Redressal Forum
TPWODL, BURLA**

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)



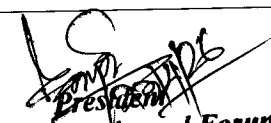
Ref: GRF/Burla/Div/SED/ (Final Order)/ 225 (4)

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/165/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Satya Nayak Bajarmunda, Gosala Dist-Sambalpur	4118-3305-0202	7008863405	
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			


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

Place of Camp: ESO Office, Gosala

Appeared

For the Complainant- Satya Nayak

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



GRF Case No- BRL/165/2026

Satya Nayak
Bajarmunda, Gosala
Dist-Sambalpur
Consumer No-4118-3305-0202

VRS

SDO(Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Satya Nayak 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 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 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 4118-3305-0202, having CD-1.00 KW under LT-Domestic category, coming under ESO-Gosala& initial power supply effected on 15.02.2007. 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 Feb/March-2013 bi-monthly bill was charged on actual basis, considering the current reading of kwh" 2398" as recorded in meter SLNo." 395090".
2. Thereafter, provisional/average bills raised continuously from April-2013 to Nov-2016 @ 108 units/200 units on bi-monthly basis from time to time.
3. That, Dec-2016 bill was charged on actual basis, taking the current reading of kwh" 2921", recorded in the same meter No." 395090". The meter readings were then advanced & later replaced with a new meter No." TPWODL1074733" on 20-Oct-2022.

[Handwritten Signature]
President

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

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 & as per specific complaint filed by the complainant, construed that the provisional & average energy bills charged from April-2013 to Dec-2016 based on actual advanced consumption recorded in meter SLNo." 395090", 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 April-2013 to Dec-2016, on the basis of actual monthly average consumption recorded in meter SL. No." 395090" considering initial reading of kwh"2398" as on April-2013 & final reading of kwh"2921" as on Dec-2016, 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.*

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

Copy to: -

1. Satya Nayak, Bajarmunda, Gosala Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Hirkud, 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/165/2026)

