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Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: [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)/ 19(4)

Date: 31.01.26

**Present:**

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/17/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jogendra Pandey At-Dangarpada, Po-Dangarpada, Dist-Sambalpur		4164-3205-0435	9777962335
3	Respondent/s	S.D.O (Elect), Rairakhol		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.01.2026			
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	13.01.2026			
9	Date of Order	31.01.26			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Hatibari

**Appeared**

**For the Complainant-** Jogendra Pandey

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

**GRF Case No- BRL/17/2026**

Jogendra Pandey  
At-Dangarpada, Po-Dangarpada,  
Dist-Sambalpur  
Consumer No-4164-3205-0435

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Jogendra Pandey appeared in the hearing on Dt. 13.01.2026 at the camp held at ESO Office, Hatibari. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection 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 submit billing abstract from May-2010 to Mar-2020 & Physical Verification Report carried out on 13.01.2026 & 20.01.26 but failed to submit the written statement on 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 4164-3205-0435, having CD-0.50KW under LT-Domestic category, coming under ESO-Hatibari & initial power supply effected on 12.04.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

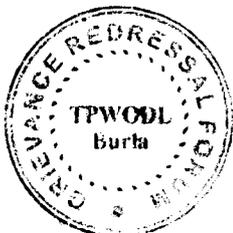
1. On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that first energy bill charged in April/May-2010 with initial meter installed bearing SL.No."170218". Actual bills were raised upto the reading of kwh" 1300", recorded as on January-2017 billing. However, provisional charged intermittently during the above period were auto adjusted in full shape as per advanced consumption recorded in above mentioned meter.

  
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President

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2. That, provisional bills were charged subsequently from February-2017 to January-2019 @72 units on bi-monthly basis.
3. That, Feb/March-2019 bill charged erratically on actual basis with "8700" units, thereby once rounding the consumption from the last initial reading of kwh"1300", as recorded in meter SL.No." 170218".
4. That, provisional bills were again raised from April-2019 to January-2021 @"6" units/bi-monthly.
5. February/March-2021 bill charged abnormally on actual basis with "8715" units in a single month, even though current reading for the month recorded as kwh"000015" in above mentioned meter. The Opposite Party failed to submit the reason behind charging such erratic/abnormal bills particularly in March-2019 & March-2021 and could not take effective steps to rectify the same till date.
6. The records revealed that a new meter bearing SL.No." WHL031827" was installed on 06-Oct-2021, replacing the old defective meter No."170218" & the provisional bills charged from Aug-2021 to January-2022 were auto adjusted in subsequent billing month. That, the meter readings were then advanced upto May-2022 billing.
7. Subsequently, another new meter having SL. No." TPWODL1036443" installed in the premises on 14-Jul-2022, replacing the old meter No." WHL031827", citing the reason for replacement as "old meter defective".
8. The Physical Verification Report dtd. 20.01.2026 indicated that existing meter "TPWODL1036443" has been found in running condition with advanced meter reading recorded as kwh"001666".

On scrutinizing the records in detail, the Forum observed that February/March-2019 bill charged erratically with "8700" units in a single month, is to be recasted on actual monthly average basis from the date of installation of meter SL.No."170218"(evaluated to be Approx.-"81" units/month), considering the accumulated consumption as presumed/considered to be charged symmetrical with previous consumption history having present connected load of 0.904Watt. Further, the abnormal bill of "8715" units charged in Feb/March-2021 with monthly average of "363" units, was not evaluated to be congruent with the past consumption history recorded till date & hence, the above bill is to be revised as per actual monthly average consumption recorded in subsequent meter SL.No." TPWODL1036443".



  
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 Grievance Redressal Forum  
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**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 recast the energy bills charged from the date of initial power supply i.e. 12-Apr-2010 to March-2019, on the basis of recasting the total accumulated units of kwh"8700" as recorded in meter SL. No." 170218", on actual monthly average consumption basis, recorded upto March-2019 billing, 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 energy bill charged particularly in February/March-2021, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TPWODL1036443", 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.
3. 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.
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 February-2026) from the date of issue of this order.**

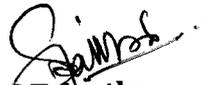


  
S.K Dora

Co-Opted Member

Grievance Redressal Forum

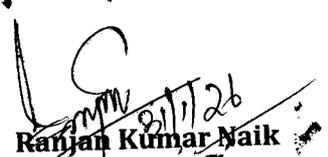
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S.Tripathy

Member (Finance)

Grievance Redressal Forum

TPWODL, Burla - 768017

  
Ranjan Kumar Naik  
(President)

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Jogendra Pandey, At-Dangarpada, Po-Dangarpada, Dist-Sambalpur
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/17/2026)