

## 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)/ 19204)

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/206/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rajani Behera At-Uparmunda, Po-Kelabalam, Dist-Sambalpur		4164-3304-0497	
3	Respondent/s	S.D.O (Elect), Rairakhol		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	20.03.2026			
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	20.03.2026			
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  
23/04/26

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Place of Camp: ESO Office, Naktideol

**Appeared**

For the Complainant- Rajani Behera

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

**GRF Case No- BRL/206/2026**

Rajani Behera  
At-Uparmunda, Po-Kelabalam,  
Dist-Sambalpur  
Consumer No-4164-3304-0497

**VRS**

SDO(Electrical), Rairakhol, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Rajani Behera appeared in the hearing on Dt. 20.03.2026 at the camp held at ESO Office, Naktideol. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding average 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 only submits a Physical Verification Report carried out on Dt.24.03.26 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 4164-3304-0497, having CD-1.00 KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 12.04.2005. 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 actual bill charged in Feb-2007 as per consumption recorded in meter No." 1946885".
2. That, average bills continuously raised thereafter from Mar-2007 to Jan-2019 billing.
3. It was revealed that a new meter SL.No."LW166534" was installed on 27-Jan-2019, replacing the old meter No."1946885". The meter readings were then advanced upto Apr-2025 billing, after which another new meter No." TWST15051703" installed on 02-Jun-2025, replacing the old meter No." LW166534".

President

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4. It was observed that the bills charged previously from Jan-2019 to Nov-2022 were revised by the Opposite Party with credit sundry(deduction) of Rs.1252.33/- adjusted in billing on 10-01-2023.
5. The Physical Verification Report dtd. 24.03.2026 indicated that the existing meter having SL.No." TWST15051703" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000340".

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from Feb-2017 to Jan-2019 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW166534" installed, 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 Jan-2019, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW166534", 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.*
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.*

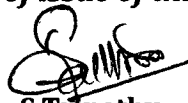
In terms of the above, the petition is disposed of.

**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.**



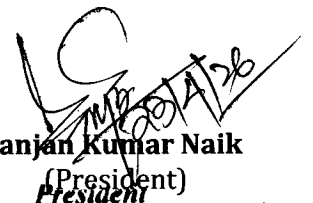
S.K Dora  
(Co-Opted Member)

**Co-opted Member**



S.Tripathy  
Member (Finance)

**Member**



Ranjan Kumar Naik  
(President)

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

**Copy to: -**

1. Rajani Behera, At-Uparmunda, Po-Kelabalam, 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/206/2026)

