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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, 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)/ 17(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/21/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Natha Luha At-Goudpada, Po-Sarapali, Dist-Sambalpur-768106	4164-3304-1001	8114814276	
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, Naktideol

Appeared

For the Complainant- Natha Luha

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

GRF Case No- BRL/21/2026

Natha Luha
At-Goudpada, Po-Sarapali,
Dist-Sambalpur
Consumer No-4164-3304-1001

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Rairakhol, TPWODL.

GIST OF THE CASE

Sri Natha Luha appeared in the hearing on Dt. 13.01.2026 at the camp held at ESO Office, Naktideol. 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 Jan-2013 to Jul-2020, copy of Physical Verification Report but failed to the written statement 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 4164-3304-1001, having CD-0.06KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 18.01.2013. 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 January-2013 with initial meter installed bearing SL.No." 567422". Actual bills were raised upto the reading of kwh"139", recorded as on May-2013 billing.
2. That, average bills were charged subsequently from June-2013 to January-2019 @46 units/100 units/400 units on bi-monthly basis.

President

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3. The records revealed that a new meter bearing SL.No." LW224123" was installed on 26-Feb-2019, replacing the old defective meter No." 567422". Then, actual bills continued to charge upto April-2024 billing.
4. Subsequently, another new meter having SL. No." TWB155272" installed in the premises on 29-Jun-2024, replacing the old meter No." LW224123", citing the reason for replacement as "old meter defective".
5. It was further revealed from records that energy bills charged from Mar-2019 to Mar-2023 & from Aug-23 to Oct-2023 were already revised by the Opposite Party with deduction of Rs.1387.49/- and addition of Rs.434.93/- respectively.
6. The Physical Verification Report dtd. 13.01.2026 indicated that existing meter "TWB155272" has been found in running condition with advanced meter reading recorded.

The Forum on scrutinizing the records, reports available on record construed that the 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 February-2017 to January-2019 are to be revised by the Opposite Party based on subsequent actual monthly average consumption recorded in meter No." LW224123".

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 bill charged from February-2017 to January-2019, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW224123", 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.*




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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.

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)
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

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Copy to:-

1. Natha Luha, At-Goudpada, Po-Sarapali, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/21/2026)

