



## 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)/ 18(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/22/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Juli Munda At-Jharbeda, Po-Sahebi, Dist-Sambalpur-768106		4164-3305-1207	8457891762
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			

*(Signature)*  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

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

**Appeared**

**For the Complainant-** Juli Munda

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

**GRF Case No- BRL/22/2026**

Juli Munda

At-Jharbeda, Po-Sahebi,

Dist-Sambalpur

Consumer No-4164-3305-1207

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Juli Munda 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 Oct-2018 to Dec-2025 & a Physical Verification Report carried out on 17.01.26 but failed to submit 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 4164-3305-1207, having CD-0.50KW under LT-Domestic category, coming under ESO-Naktideol & initial power supply effected on 18.08.2018. 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 October-2018 without any initial meter installed at premises.
2. The billing records indicated that average bills were charged previously in most of the period upto April-2024 billing. The power supply remained disconnected from 19-Jun-2024 to 25-Sep-2025.
3. That, a new meter bearing SL.No." TWSP51302697" was installed on 29-Sep-2025 & actual bills continued to thereafter till last billing. However, the average billing period charged previously still not revised by the Opposite Party till date.



4. The Physical Verification Report dtd. 17.01.2026 indicated that existing meter "TWSP51302697" has been found in running condition with advanced meter reading recorded as kwh"000026".

The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged limited to two years prior to the date of disconnection of power supply i.e. 19-Jun-2024 (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from July-2022 to June-2024 are to be revised by the Opposite Party based on subsequent actual monthly average consumption recorded in meter No." TWSP51302697".

### **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 July-2022 to June-2024, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWSP51302697", 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.*

Accordingly, the case is disposed of.

**The opposite party is directed to submit the compliance report to this Forum within three months (by the end of April-2026) from the date of issue of this order.**



S.K. Dora

(Co-Opted Member)

Final Order (GR) Case No. BRD/22/2026  
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. Juli Munda, At-Jharbeda, Po-Sahebi, 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/22/2026)

