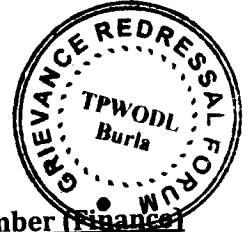


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 269(4)

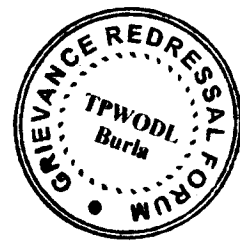
Date: 29.05.26

Present:

Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/222/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Krutibas Sahu C/O-Ranjan Ku Sahu Meghpal, Parposi, Hatibari, Dist-Sambalpur-768112	4164-3210-0016	9178906080	
3	Respondent/s	S.D.O (Elect), Rairakhol		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	10.04.2026			
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	10.04.2026			
9	Date of Order	29.05.26			
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, Hatibari

Appeared

For the Complainant- Krutibas Sahu
Represented by Ranjan Ku Sahu

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

GRF Case No- BRL/222/2026

Krutibas Sahu
C/O- Ranjan Ku Sahu
Meghpal, Parposi, Hatibari,
Dist-Sambalpur
Consumer No-4164-3210-0016

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Ranjan Ku Sahu on behalf of Krutibas Sahu appeared in the hearing on Dt. 10.04.2026 at the camp held at ESO Office, Hatibari. The complainant submitted during course of hearing in brief as follows:

1. To revise the erroneously charged bills in the month of Oct-2020.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submits ledger abstract from Feb-2014 to March-2026 & a Physical Verification Report carried out on Dt.18.04.26 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 4164-3210-0016, having CD-0.02 KW under LT-Domestic category, coming under ESO-Hatibari & initial power supply effected on 07.06.2013. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The date of initial power supply is 07.06.2013 with installed meter no. 584127.
2. Actual/provisional bills were generated from date of power supply to Sept/Oct-2022. Then average bills generated from Nov/Dec-2022 to Dec-2023.
3. In the billing month of Sept/Oct-2020, mentioning round complete of meter reading with the recorded unit "1523", a huge bill was generated with '9333' units amounting to Rs 50880/-, whereas previous actual recorded unit was '2190' in the billing month Nov/Dec-2019.
4. Being a 6-digit meter, round complete reading is not possible with 4-digit reading. So, the billed unit of Sept/Oct-2020 seems to be absurd & erroneous, also looking into the consumption patterns of previous and afterward of that billing month.

[Signature]
President
Grievance Redressal Forum

5. Meter having sl. no. TWB622749 was replaced during Jan-2024 and actual bills are being served up to till date.

The Forum on scrutinizing the records & reports available on record, construed that the bills from October-2020 should be revised to resolve the consumer's grievance.

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 for the billing month of September/October-2020 taking six-month average consumption of meter installed on 11.03.2025, 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 June-2026) from the date of issue of this order.


S.K Dora

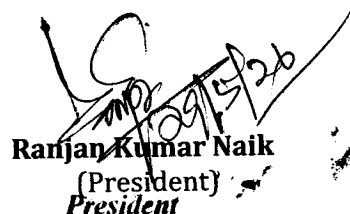
(Co-Opted Member)

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. Krutibas Sahu, C/O- Ranjan Ku Sahu, Meghpal, Parposi, Hatibari, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhola, 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/222/2026)