

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)/ 268(4)

Date: 29-05-26

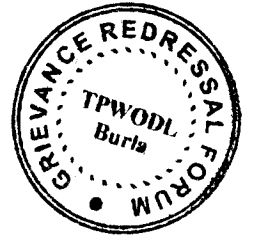
Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/223/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Santosini Khamari At-Ghenupali, Po-Badsahir, Dist-Sambalpur-768112		4164-3204-1280	9348768865
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			



Place of Camp: ESO Office, Hatibari

Appeared

For the Complainant- Santosini Khamari

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

GRF Case No- BRL/223/2026

Santosini Khamari
At-Ghenupali, Po-Badsahir,
Dist-Sambalpur
Consumer No-4164-3204-1280

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Santosini Khamari 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 M ay-2021.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submits ledger abstract from Nov-2015 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 4164-3204-1280, having CD-1.00 KW under LT-Domestic category, coming under ESO-Hatibari & initial power supply effected on 06.10.2015. 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 06.10.2015 with installed meter no. "WCG04462".
2. Actual/Provisional bills were generated from date of power supply to July-2023. Then average bills generated from Aug-2023 to May-2024.
3. In the billing month of April/May-2021, mentioning round complete of meter reading with the recorded unit "809", a huge bill was generated with 8610 units amounting to Rs 40147.24/-, whereas previous actual recorded unit was '2199' in the billing month Dec/Jan-2019.
4. Being a 6-digit meter, round complete reading is not possible with 3-digit reading. So, the billed unit of April/May-2021 seems to be absurd & erroneous, also looking into the consumption patterns of previous and afterward of that billing month.

President
Grievance Redressal Forum
TPWODL, Burla

5. Meter having sl. no. "TWB156782" was replaced during July-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 April/May-2021 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 April/May-2021 taking six-month average consumption of meter installed on 05.07.2024, 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.

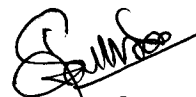
In terms of the above, the petition is disposed of.

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)
Co-opted Member

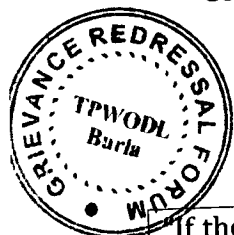
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S. Tripathy
Member (Finance)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017



1. Santosini Khamari, At-Ghenupali, Po-Badsahir, 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/223/2026)