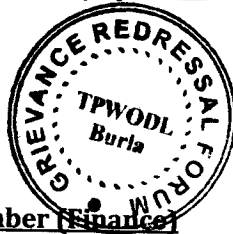


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 272(4)

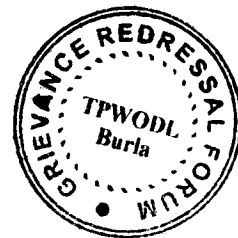
Date: 29.05.26

Present:

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

1	Case No.	BRL/225/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Brahma Barik At-Burda, Po-Chhemunda, Dist-Sambalpur-768112	4164-3202-0195	9556473162	
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			

President
Grievance Redressal Forum
TPWODL, Burla - 768017



Place of Camp: ESO Office, Hatibari

Appeared

For the Complainant- Brahma Barik

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

GRF Case No- BRL/225/2026

Brahma Barik
At-Burda,, Po-Chhemunda,
Dist-Sambalpur
Consumer No-4164-3202-0195

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Brahma Barik 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 charged earlier, but could not able to mention the period.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submits ledger abstract from Apr-2018 to Feb-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 4164-3202-0195, having CD-1.00 KW under LT-Domestic category, coming under ESO-Hatibari & initial power supply effected on 11.04.2002. 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 11/04/2002 with installed meter no. 175678.
2. Actual/provisional bills were generated from date of power supply to Jan-Feb/2010 without proper adjustment of some provisional bills. Then average bills generated from Mar-April/2010 to Sept-Oct/2010.
3. A meter having Sl. No. 8004342 was replaced during Nov-Dec/2010 and actual/provisional bills were served till July-Aug/2019. Again, from Sep-Oct/2019 to July-Aug/2021, only provisional bills were served.

4. Meter having sl. no. WHL031797 was replaced during Sept-Oct/2021. Provisional bills generated from Sept-Oct/2021 to Mar-April/2022, were adjusted in the month of May-June/2022 when actual bill was served with recorded '2102' unit in the meter.
5. Then onwards actual/provisional bills were generated from July-Aug/2022 to Jan-2026, with a huge bill amounting to Rs 42242/- with '7384' units were generated for 11 months in the billing month of Aug-2024. It seems that bills were not properly adjusted from billing month of Jul-Aug-2022 to aug-2024.
6. Again, a meter having sl. no. TWSU11007900 was replaced on 27/04/2026 and then onwards actual bills are being served till date.

The Forum, on scrutinizing the records & reports available on record, construed that the unit billed in the month Aug-2024, should be spread over properly to give fair justice to the consumer.

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 re-cast the EC bill from July-August-2022 to August-2024 taking IMR as '2102' & considering FMR as '9785' as recorded in Meter Sl No "WHL031797", 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

(Complainant Member)

Grievance Redressal Forum

TPWODL, Burla - 768017

Final Order (GRI) Case No. BRL/225/2026

S.Tripathy

Member (Finance)

Grievance Redressal Forum

TPWODL, Burla - 768017

Ranjan Kumar Naik

(President)

Grievance Redressal Forum

TPWODL, Burla - 768017



Copy to: -

1. Brahma Barik, At-Burda,, Po-Chhemunda, 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/225/2026)

