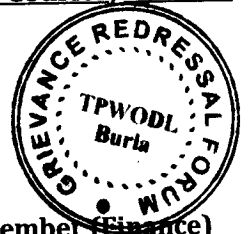


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/ 264(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/230/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Braja Khadia At-Sansinghari, Baijamunda, Khadiapada Dist-Sambalpur-768006		4118-3305-0303	9556735923
3	Respondent/s	S.D.O (Elect), Hirakud			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	18.04.2026			
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	18.04.2026			
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: SDO Office, Hirakud

Appeared

For the Complainant- Braja Khadia

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



GRF Case No- BRL/230/2026

Braja Khadia
At-Sansinghari, Baijamunda, Khadiapada
Dist-Sambalpur
Consumer No-4118-3305-0303

VRS

SDO(Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Braja Khadia appeared in the hearing on Dt. 18.04.2026 at the camp held at SDO Office, Hirakud. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding abnormal Monthly Fixed Charges @Rs.580/- levied per month from November-2025 till date.
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 submits ledger abstract from July-2024 to March-2026, a Physical Verification report carried out on Dt. 27.04.2026 & a written statement in this case. In reply to the case the Opposite Party submitted that,

1. As per FG module, bill served to consumer by charging Fixed Charge Rs.580/month from Sept-2025 to March-2023. But as per Physical Verification Report of ESO, Gosala on 27.04.2026 verified load found 0.357KW & hence, suggested to revised above period MFC.

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 4118-3305-0303, having CD-1.00 KW under LT-Domestic category, coming under ESO-Gosala & initial power supply effected on 13.10.2015. 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 & as per complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that monthly fixed charges @Rs.20/- per month were charged in the bill upto Aug-2025.
2. That, Monthly Fixed Charges @Rs.580/- per month were subsequently charged from Sept.-2025 to Mar-2026, based on Cumulative Maximum Demand (CMD) recorded of "28.59" KVA in Sept.-2025, having meter installed bearing Sl No. "WCG20658". The CMD of "1.00" KVA recorded in Oct.-2025 & "0.1" KVA/month recorded from Dec-25 to Jan.-26. Mar-26 recorded the MD of "0.14" KVA.

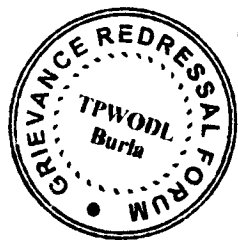
3. That, another new meter SI .No." TWSP51317657" was subsequently installed on 08-Jan-2026, replacing the old meter No. "WCG20658".
4. The billing history revealed that Maximum Demand was reset in April-26 & Rs.20.00/- was charged as monthly fixed charges for the month.
5. That, as per the load survey report dtd.27.04.26 & reply submission made by the Opposite Party, it was ascertained that the Maximum Demand shoot up of "28.59" KVA is not possible in the present metering arrangement with total connected load of "357" Watt only.

The Forum on scrutinizing the records, reports available on record construed that only the Monthly Fixed Charge component raised in the energy bills from Sept.-2025 to March-26 are to be revised at a rate @ Rs.20/- per month, to redress the grievances in an efficacious manner.

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 only the Monthly Minimum Fixed Charge (MMFC) component raised in the energy bills from Sept.-2025 to March-26 at a rate @ Rs.20/- per month, duly adjusting the bill revision made earlier, 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

S.K Dora
(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017

Final Order(GRF Case No. BRL/230/2026)

S.Tripathy

S.Tripathy
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

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Ranjan Kumar Naik
Ranjan Kumar Naik
(President)

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Braja Khadia, At-Sansinghari, Baijamunda, Khadiapada Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Hiraakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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/230/2026)

