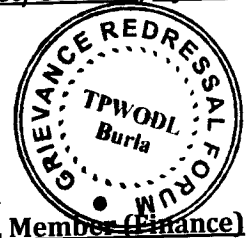


**Grievance Redressal Forum
TPWODL, BURLA**

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/DED/ (Final Order)/26264

Date: 29.05.26

Present:

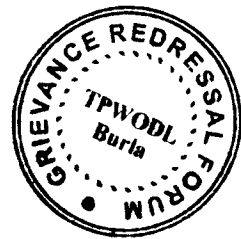
**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/251/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narnaki Jamada C/o-Birenga Jamada At/Po-Rukuda,Parposi, Ps-Laimura, Dist-Deogarh-768108		4141-1589-0467	
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	22.04.2026			
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	22.04.2026			
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, Tileibani, TPWODL, Deogarh



Appeared

For the Complainant- Narnaki Jamada

Represented by Birenga Jamada

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

GRF Case No- BRL/251/2026

Narnaki Jamada

C/o- Birenga Jamada

At/Po-Rukuda, Parposi,

Ps-Laimura,

Dist-Deogarh-768108

Consumer No-4141-1589-0467

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Birenga Jamada on behalf of Narnaki Jamada appeared in the Camp Court hearing held at ESO Office, Parposi, Tileibani on 22.04.2026. The complainant submitted during course of hearing in brief as follows:

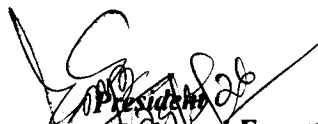
- 1) The complainant filed the petition regarding abnormal Monthly Fixed Charges @Rs.1360/- levied per month from Dec-2025 to March-2026 previously.
- 2) To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Apr'2010 to Mar-2026, a Physical Verification Report carried out on 28.04.2026 & written statement on 04.05.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data power supply given to consumer premises on 08.04.2010 with meter no."808267" under "DOM" category with CD-0.11KW (FG).
2. The bill served to consumer on actual basis upto Sep'2015 with meter no."808267".
3. The bill served to consumer on PL/Average basis from Oct'2015 to Nov'2018.
4. The meter no."LW088852" was installed on dt.08.12.2018 with IMR=1(FG) and then onwards the electricity bill served to consumer on actual basis.
5. There is Fixed charges claimed @ Ra1360/- from Dec'2025 to Mar'2026, basing on the Maximum Demand shoot up 68 KW in Dec'2025 which is not possible in this metering arrangement, hence incorrectly claimed.
6. As per ESO-Tileibani PVR dtd. 28.04.2026 physical load found at consumer premises is 106watt only. Therefore, the fixed charges claimed upon elevated Maximum Demand is liable for withdrawn.
- 7.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 4141-1589-0467, having CD-0.11 KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 08.04.2010. 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 licensees available soft records (FG & Samadhan App) that monthly fixed charges @Rs.20/- per month were charged in the bill upto Nov-2025.
- 2) That, Monthly Fixed Charges @Rs.1360/- per month were charged subsequently from Dec-2025 to Mar-2026, based on Cumulative Maximum Demand (CMD) recorded of "68"KVA in Dec-2025, having meter installed bearing SL.No."LW088852". The CMD of "0.08" KVA recorded in Feb-26 & "0.13"KVA/month recorded from Mar-26 to May-26.
- 3) The billing history revealed that Maximum Demand was reset in April-26 & Rs.20.00/- was charged as monthly fixed charges for the month.
- 4) That, as per the load survey report dtd.28.04.26 & reply submission made by the Opposite Party, it was ascertained that the Maximum Demand shoot up of "68"KVA is not possible in the present metering arrangement with total connected load of "106" Watt only. The Opposite Party has also agreed to this fact that the above period bills were incorrectly claimed & urged before the Forum to issue directions to revise/withdraw the excess fixed charges levied.

The Forum on scrutinizing the records, reports available on record construed that only the Monthly Fixed Charge component raised in the energy bills from Dec-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 Dec-2025 to March-2026 at a rate @ Rs.20/- per month, duly adjusting the bill revision made earlier, if any.*




President

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 case is disposed of.

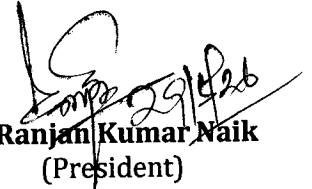
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Jun-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
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. Narnaki Jamada, C/o-Birenga Jamada, At/Po-Rukuda, Parposi, Ps-Laimura, Dist-Deogarh-768108.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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/251/2026)

