

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)/ 261(4)

Date: 29.05.26

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

1	Case No.	BRL/255/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pravin Kumar Amat AT/PO-PWD-LD-21,C.S Colony, Jail Chowk Dist- Sambalpur-768001		4161-3110-0032	6370892702
3	Respondent/s	SDO (Elect) Bhutapada,TPWODL.			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	06.05.2026			
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	06.05.2026			
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 Bhutapada, TPWODL, Sambalpur



Appeared

For the Complainant- Pravin Kumar Amat

For the Respondent - SDO(Elect.) Bhutapada, TPWODL.

GRF Case No- BRL/255/2026

Pravin Kumar Amat

AT/PO-PWD-LD-21, C.S Colony, Jail

Chowk

Dist- Sambalpur-768001

Consumer No-4161-3110-0032

COMPLAINANT

VRS

SDO(Elect.) Butapada TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Pravin Kumar Amat appeared in the Camp Court hearing held at ESO Office, Bhutapada, Sambalpur on Dt. 06.05.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal energy bill charged previously but, failed to submit the period & nature of dispute.
- 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 has submitted the ledger copy for the period from Apr'2001 and Aug'2021, Physical Verification report carried out on 18.05.2026, Meter Installation Protocol on 12.11.2024 and written version in this case. In reply to the case the opposite party submitted the following facts.

1. As per the Office records the consumer number belongs to a Government Quarter.
2. As per the Office records the consumer has been served provisional bill from the billing month of Dec'2014 to Jun'2015.
3. As per Billing data base meter no."WCV30577" meter was installed in the consumer premises as on and reflected in the data base in the billing month of Jul'2015.

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 4161-3110-0032, having CD-3KW under LT-DOMESTIC category, coming under ESO-COMMISSIONER COLONY & initial power supply effected on 01.01.1990. 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 provisional bills charged from Dec-2014 to Jun-2015 were not adjusted in subsequent billing period.
- 2) It was revealed that a new meter SLNo." WCV30577" was installed & updated in billing during July-2015, replacing the old meter No." 8043726".
- 3) The meter readings were then advanced upto Sept-24 billing, after which another new meter SLNo."TWST1746932" was installed on 12-Nov-2024, replacing the old meter No. " WCV30577".
- 4) The Physical Verification Report dtd.18.05.2026 indicated that the existing meter SLNo "TWST1746932" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"003324".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Dec.-2014 to Jun-2015 are to be revised based on consumption recorded in subsequent meter No." WCV30577", to redress the grievances in an efficacious manner.

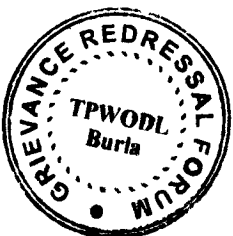
ORDER

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 the energy bills charged from Dec.-2014 to Jun-2015, on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter SL. No." WCV30577" from the date/month of installation of the same, 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, considering 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.*

Accordingly, 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


Ranjan Kumar Naik
 (President)
 President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Pravin Kumar Amat, AT/PO-PWD-LD-21,C.S Colony, Jail Chowk,Dist- Sambalpur-768001.
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, Sambalpur 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/255/2026)

