

Grievance Redressal Forum

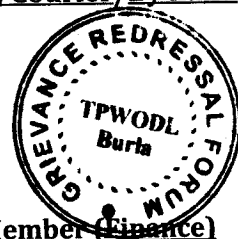
TPWODL, BURLA

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)/287(4)

Date: 30.06.26

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/275/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Srimati Bhoi At- Mangalpur Nea Rampela, Po-Rengali Dist-Sambalpur-768212		4163-3542-1275	9583338103
3	Respondent/s	S.D.O (Elect), Rengali			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	14.05.2026			
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	14.05.2026			
9	Date of Order	30.06.26			
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: SDO Office, Rengali

Appeared

For the Complainant- Srimati Bhoi

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

GRF Case No- BRL/275/2026

Srimati Bhoi

At- Mangalpur Nea Rampela, Po-Rengali

Dist-Sambalpur

Consumer No-4163-3542-1275

VRS

SDO(Electrical), Rengali, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Srimati Bhoi appeared in the hearing on Dt. 14.05.2026 at the camp held at SDO Office, Rengali. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding abnormal energy bills charged previously during the meter defective period but failed to submit the period & nature of dispute.
2. To revise the EC bills as per actual meter consumption recorded so as to enable him to pay the electricity dues accordingly.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submits ledger abstract from Jan-2021 to May-2026, a Physical Verification report carried out on Dt. 22.05.2026 & meter change protocol carried out on dt. 12.11.2025 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 4163-3542-1275, having CD-0.06 KW under LT-Domestic category, coming under ESO-Rengali & initial power supply effected on 30.03.2018. 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, the Forum observed from the licensee's available soft records (FG & Samadhan App) that abnormal/erratic bills charged from Mar-2018 to Nov-2022 already revised by the Opposite Party as per actual consumption recorded in meter No. "B1659891" installed at site.
2. The meter readings were then advanced upto Aug-2025, but, some erratic bills raised abnormally more particularly in June-2025 with "1593" units.

President

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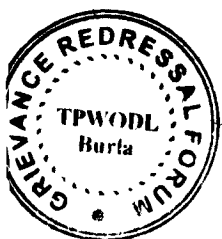
3. It was noticed that average bills were charged subsequently from Sept-2025 to Nov-2025.
4. That, another new meter SL. No. "TWSU51036412" was installed on 17-Jan-2026, replacing the old defective meter No. "B1659891".
5. Dec-2025 bill charged on actual basis with "800" units, even though above new meter was installed & current reading was recorded as kwh "000003" for the month.
6. The Opposite Party failed to submit the written statement, even after giving sufficient reasonable time to furnish & is perceived to have nothing to submit in support of their views to the case. The case is decided based on the available documents, records & merit of the case.
7. The Physical Verification Report dtd. 22.05.2026 indicated that the existing meter having SL. No. "TWSU51036412" has been found in running condition with meter status found "Ok" & advanced reading recorded as Kwh "000205".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Nov-24 to Aug-25 are to be recasted by the Opposite Party based on actual monthly average consumption recorded in meter No. "B1659891". Further, the energy bills raised from Sept-25 to Dec-25 are to be revised based on monthly average consumption recorded in subsequent meter No. "TWSU51036412", so as to extend slab benefit to the consumer & redress the grievances accordingly.

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 recast the energy bills charged from Nov-24 to Aug-25 on the basis of actual monthly average consumption recorded in meter No. "B1659891", considering initial reading of kwh "14340" recorded as on Nov-24 and final reading as Kwh "016367" as on Aug-2025 billing, 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 revise the energy bills charged from Sept-25 to Dec-25 on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No. "TWSU51036412", 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.*




 President
 Grievance Redressal Forum
 TPWODL Burla - 768017

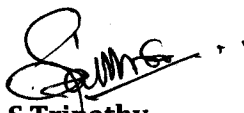
3. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.
4. 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.

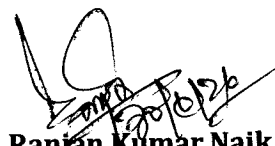
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of July-2026) from the date of issue of this order.



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. Srimati Bhoi, At- Mangalpur Nea Rampela, Po-Rengali Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rengali, 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/275/2026)

