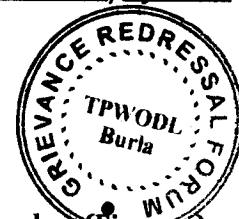


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/ (Interim Order)/ 251(4)

Date: 29.05.26

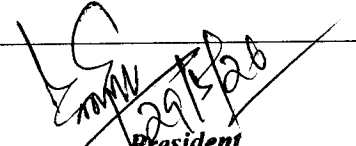
Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/278/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Hrushikesh Sahu C/O-Iswari Sahu At/Po-Dandasingha, Dist-Deogarh		4141-1118-0049	7205205312																																
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	19.05.2026																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	19.05.2026																																			
9	Date of Order	29.05.26																																			
10	Order in favour of	Complainant	Respondent	Others																																	
11	Details of Compensation awarded, if any.	NIL																																			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Barkote



Appeared

For the Complainant- Hrushikesh Sahu
Represented by Iswari Sahu

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

GRF Case No- BRL/278/2026

Hrushikesh Sahu

C/O- Iswari Sahu

At/Po-Dandasingha,

Dist-Deogarh

Consumer No-4141-1118-0049

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The complaint petition filed in the name of Sri Hrushikesh Sahu, represented by Smt. Iswari Sahu, objected about abnormal energy bills raised due to surge in meter readings recorded for billing. The complainant averred that due to lightning/thunderstorm in his area of residence, such unjust, abnormal & unreasonable energy bills were charged against his SC No. 4141-1118-0049 and has cast doubt on the accuracy of the existing meter bearing SI No. "306938" but failed to submit the period of dispute raised. The Complainant prayed before the Forum to direct the Opposite Party for an efficacious remedy.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The Opposite could not submit any documents/records relevant to the case.

OBSERVATION

The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-414111180049, having CD- 0.68 KW, under LT-Domestic category, under ESO-Barkote, Deogarh. It was observed from records that the existing meter SL.No." 306938" was installed & updated in billing during Jan/Feb-2015 and has been available in the premises till date. Since the complainant had raised objection about the efficacy/correctness of the above-mentioned meter, the Opposite Party is required either install a parallel meter, or, the complainant may opt for testing the existing meter available in the premises in an accredited testing laboratory on deposit of testing fees as demanded by the Opposite Party in consonance with Regulation 108(iii), (iv),(v),(vii),(viii) & Regulation-111 of OERC Distribution (Conditions of Supply) Code, 2019, with due prior notice to the complainant to be remained present during the testing & the result of testing report be submitted to the complainant consumer as well.

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

The Forum on scrutinizing the records, reports available on record hereby directs the Opposite Party to carry out the orders as envisaged in this interim order within time line so as to rule out any defects in the existing meter & issue final directions accordingly based on the outcomes of the testing report in order to extend fair & reasonable justice to the complainant consumer.

INTERIM ORDER

After careful consideration of hearing and documents, statements available on records & objections filed by the complainant, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019.

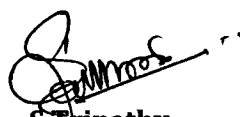
1. *The Opposite Party is directed to either install a tested parallel meter, to be installed in series with the existing billing meter to ascertain the accuracy level by comparing the consumption units recorded between these two meters, or, the complainant may opt for testing the existing meter available in the premises in an accredited testing laboratory on deposit of desired testing fees as demanded by the Opposite Party, as the case may be, in obedience to Regulation 108(iii),(v),(vii),(viii) & Reg-111 of OERC Distribution (Conditions of Supply) Code, 2019, with due prior notice to the complainant to be remained present during the testing.*
2. *The Opposite Party is directed to submit the result of the test as carried out above within 15 days of issue of this order, to the Forum for further necessary adjudication thereof.*
3. *The complainant is advised to pay the testing fees as demanded by the Opposite Party, if any, to enable themselves to carry out necessary testing of existing meter & submit the test report accordingly.*

In terms of the above, the petition is disposed of.

The opposite party is directed to submit the compliance report to this Forum on or before 15th June-2026.



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 Maik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Hrushikesh Sahu, C/O- Iswari Sahu , At/Po-Dandasingha, Dist-Deogarh
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/278/2026)

