

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/SED/ (Final Order)/ 124(4)

Date: 19.03.2026

Present:Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)

1	Case No.	BRL/56/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Loknath Garia At-Rupapali, Po-Basantpur Dist-Sambalpur	4118-3104-0348	7978133505	
3	Respondent/s	S.D.O (Elect), Hirakud	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	10.02.2026			
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	10.02.2026			
9	Date of Order	19.03.2026			
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, Chipilima

Appeared

For the Complainant- Loknath Garia

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



GRF Case No- BRL/56/2026

Loknath Garia
At-Rupapali, Po-Basantpur
Dist-Sambalpur
Consumer No-4118-3104-0348

VRS

SDO(Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Loknath Garia appeared in the hearing on Dt. 10.02.2026 at the camp held at ESO Office, Chipilima. The complainant submitted during course of hearing in brief as follows:

1. That average bill from December 2015 to August 2017 may please be revised.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit a Physical Verification Report carried out on 19.02.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. According to FG, bill was served to consumer on average/provisional basis from Dec-2015 to Aug-2017.
2. The Opposite Party suggest to revised the bill from Dec-2015 to Aug-2017 by taking actual average consumption of new meter "WLT037225" from Sept2017 (IMR-129) to Feb-2018 (FMR443).
3. Bill served abnormally from Nov-2012 to Nov-2015 in meter number "8119990" & Opposite Party suggest to recast the bill from Nov-2012 to Nov-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 4118-3104-0348, having CD-1.00 KW under LT-Domestic category, coming under ESO-Chipimima & initial power supply effected on 18.08.2008. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The date of initial power supply is 18/08/2008 with installed meter no. 193758A and actual/provisional bills were raised from 12/2008 to 10/2010.

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2. A meter having sl. no. 8029194 was installed during 11/2010, and actual/provisional bills were continuing from 11/2010 11/2012.
3. A meter having sl. no. 811990 was installed during December-2013 and actual/provisional bills were served from 12/2013 to 11/2015. Then after average/provisional bills were served from 12/2015 to 07/2017 due to house lock/ meter stop.
4. Again, a meter having sl. no. WLT03722 was installed during 08/2017 and actual/provisional bills were served up to 11/2024 as per meter reading.
5. Again, a meter having sl. no. TWB652952 was installed on 12/2024 and actual bills are being served till date.
6. The Forum construed that average bills generated prior to installation of meter having sl.no. WLT03722 needs to revise to mitigate the consumer's complain.

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 EC bill from December-January/2015 to July-2017, taking subsequent six-month average consumption from the date of installation of meter having sl.no. WLT03722, 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, 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 April-2026) from the date of issue of this order.

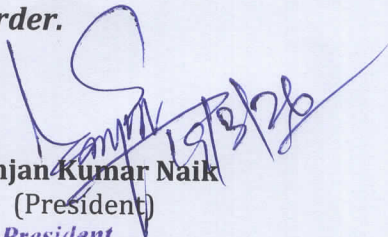


S.K Dora
(Co-Opted Member)

Co-opted Member

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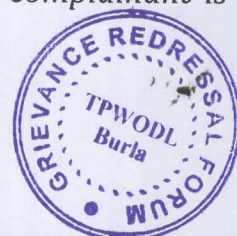
Final Order(GRF Case No. BRL/56/2026)



Ranjan Kumar Naik
(President)

President

Grievance Redressal Forum
TPWODL, Burla - 768017



Copy to: -

1. Loknath Garia, At-Rupapali, Po-Basantpur 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/56/2026)

