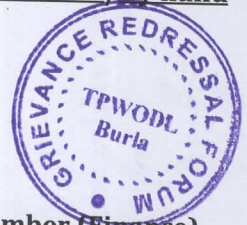


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 123(4)

Date: 19.03.2026

**Present:**

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

1	Case No.	BRL/57/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Agasti Luha At-Jhareipali, Po-A.Katapali Dist-Sambalpur		4118-3312-0072	7978380129
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			

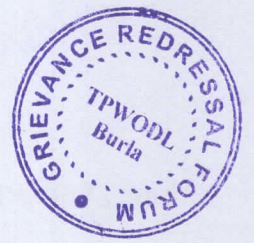
President  
 Grievance Redressal Forum  
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Chipilima

**Appeared**

**For the Complainant-** Agasti Luha

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



**GRF Case No- BRL/57/2026**

Agasti Luha

At-Jhareipali, Po-A.Katapali

Dist-Sambalpur

Consumer No-4118-3312-0072

**VRS**

SDO(Electrical), Hirakud, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Agasti Luha 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 old average bill may please be revised.
2. To revise the bill of April-2025.

**Previous Complain, if any:** Not Available

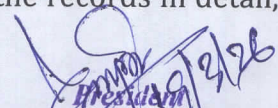
**SUBMISSION OF OPPOSITE PARTY**

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 the FG, bill was served to consumer on average/provisional basis from Feb-2011 to Oct-2018. Opposite Party suggest to revise the bill from Nov-2016 to Oct-2018 by taking actual average consumption of new meter "LW023261" from Nov-2018 (IMR-0) to Apr-2019 (FMR-1090).
2. In April-2025, the consumer received a bill for '5121' units with a final meter reading (FMR) of '8792', amounting to Rs.32079.62, which seems to be incorrect.
3. The Opposite Party suggest to revise the bill b spreading the total units consumed from the date of meter installation i.e. from Nov-2022 to Oct-2025 using the IMR-'0' and the FMR of '11168..

**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 4118-3312-0072, having CD-2.00 KW under LT-Domestic category, coming under ESO-Gosala & initial power supply effected on 07.09.2006. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

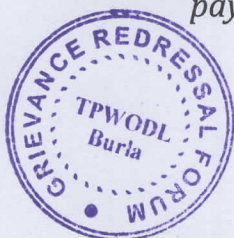
  
Grievance Redressal Forum  
TPWODL, Burla - 768017.

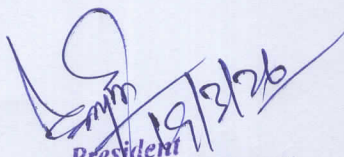
1. The date of initial power supply is 07/09/2006 with installed meter no. A1923672 and actual/provisional bills were raised from 10/2006 to 04/2010.
2. A meter having sl. no. 8014231 was installed during May-June/2010, and actual/provisional bills were continuing from 05/2010 to 10/2010. Provisional/average bills were generated from 11/2010 to 10/2011.
3. A meter having sl. no. 398021 was installed during Nov-Dec/2013 and average/provisional bills were served from 11/2011 to 10/2018.
4. A meter having sl. no. LW023261 was installed during 11/2018. Actual/provisional bills were served from 11/2018 to 09/2022 and average bill for the month of Oct-2022 only.
5. A meter having sl. no. TPWODL1073915 was installed during 11/2022, and actual/provisional bills were being served from Nov-2022 to Oct-2025.
6. Accumulated reading bill was generated in the month of April-2025 which is already revised by way of re-casting and credit sundry of Rs 5094.18 was allowed on date 11/07/2025.
7. A meter having sl. no. TWSP51317623 was installed during 11/2025, and actual/provisional bills are being served from Nov-2025 to till date.
8. The Forum construed that average bill generated prior to installation of meter having sl.no. LW023261 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 November-December/2016 to October-2018, taking subsequent six-month average consumption from the date of installation of meter having sl.no. LW023261, 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.*



  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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.**

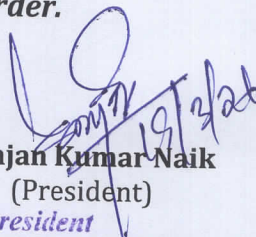


**S.K Dora**

(Co-Opted Member)

**Co-opted Member**

**Grievance Redressal Forum  
TPWODL, Burla - 768017**



**Ranjan Kumar Naik**

(President)

**President**

**Grievance Redressal Forum  
TPWODL, Burla - 768017**

**Copy to: -**

1. Agasti Luha, At-Jhareipali, Po-A.Katapali 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/57/2026)

