

**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)

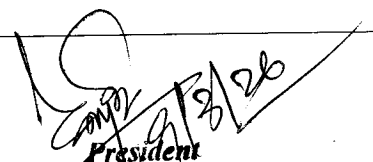
Ref: GRF/Burla/Div/JED/ (Final Order)/ 9114

Date: 09.03.2026

Present:

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

1	Case No.	BRL/97/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Haresh Nayak At-Charichuan, Po-Rangiatikra, Ps-Govindpur, Dist-Sambalpur	4130-0103-4576	7847947815	
3	Respondent/s	E.E. (Elect), JED, Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	20.02.2026			
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	20.02.2026			
9	Date of Order	09.03.2026			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

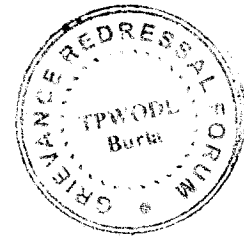

 President

Place of Camp: ESO Office, Bamra

Appeared

For the Complainant- Haresh Nayak

For the Respondent - E.E.(Electrical),JED, Jharsuguda, TPWODL.



GRF Case No- BRL/97/2026

Haresh Nayak
At-Charichuan, Po-Rangiatikra, Ps-Govindpur,
Dist-Sambalpur
Consumer No-4130-0103-4576

COMPLAINANT

VRS

E.E.(Electrical),JED, Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Haresh Nayak appeared in the hearing on Dt. 20.02.2026 at the camp held at ESO Office, Bamra. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding abnormal energy bills 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 could not submit any relevant documents 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 4130-0103-4576, having CD-2.25 KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Bamra & initial power supply effected on 01.01.2017. 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 licensees available soft records (FG & Samadhan App) that 1st energy raised in Feb-2018 on average basis as no initial meter was installed to record consumption.
2. That, provisional/average bills continuously charged from Feb-2018 to March-2022 & a new meter bearing SL.No." TPU040215" was subsequently installed on 30-Apr-2022. That, the no bill revision was carried out by Opposite Party in earlier occasions.
3. It was noticed that meter readings did not advance much thereafter & then, billed with "3900" units in a single month during April-2025, which need to be recasted on monthly basis. The physical status of the connection & meter could not be ascertained due to non-submission of latest records by the Opposite Party.
4. The Opposite Party failed to submit the relevant documents, 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.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from April-2020 to March-2022 are to be revised based on actual monthly average consumption recorded in subsequent meter No." TPU040215". Further, the accumulated consumption of "3900" units recorded upto April-2025 billing are to be recasted on monthly average basis, 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 April-2020 to March-2022, on the basis of actual monthly average consumption recorded in meter SL.No." TPU040215", considering initial reading as on the date of installation of the above meter & final reading as kwh" 3900" as in April-2025, 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 recast the accumulated consumption of "3900" units recorded upto April-2025 billing, from the date of installation of meter SL.No." TPU040215", based on actual monthly average consumption derived, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
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.

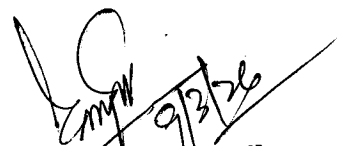
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of April-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017



S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



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

Copy to: -

1. Haresh Nayak, At-Charichuan, Po-Rangiatikra, Ps-Govindpur, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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/97/2026)