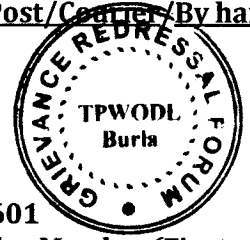


**Grievance Redressal Forum
TPWODL, BURLA**

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)/453(4)

Date: 31.10.25

Present:

**Sri Ranjan Kumar Naik, President
Sri Sovan Tripathy Member(Finance)**

1	Case No.	BRL/415/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sukhlal Oram C/o-Kartik Oram At/Po-Tajandera, Hatibari, Rairakhhol Dist-Sambalpur-768105		4164-3201-0443	9437355529
3	Respondent/s	SDO (Elect), Rairakhhol, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	09.10.2025			
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	09.10.2025			
9	Date of Order	30.10.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Ranjan Kumar Naik
 President
 Grievance Redressal Forum
 Burla, Sambalpur, 768017

Place of Camp: ESO Office, Hatibari, TPWODL, Sambalpur

Appeared

For the Complainant- Sukhlal Oram

Represented by Kartik Oram

For the Respondent - SDO(Electrical) Rairakhol, TPWODL



GRF Case No- BRL/414/2025

Sukhlal Oram

C/o-Kartik Oram

At/Po-Tajandera, Hatibari, Rairakhol

Dist-Sambalpur-768105

Consumer No-4164-3201-0443

VRS

SDO(Electrical) Rairakhol, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Kartik Oram on behalf of Sukhlal Oram appeared in the hearing on Dt. 09.10.2025 at the camp held at ESO Office, Hatibari. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has raised objection regarding abnormal energy bills raised particularly in October-2024.
- 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 has submitted ledger copy for the period from May'2018 to Sep'2025, Physical Verification Report on 16.10.2025 and w/s on 09.10.2025 in this case.

Remarks given in Physical Verification Form(16.10.2025) as mentioned below:-

"As per verification the meter system found ok. Bill should be as per rule and regulation."

Remarks given in Written version(09.10.2025) as mentioned below:-

"As per ledger verification bill may be revised from Oct'2024 to Nov'2024 as per actual consumption of new meter."

OBSERVATION

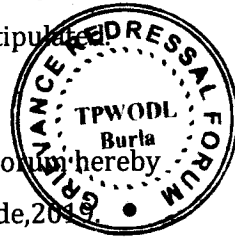
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4164-3201-0443, having CD-1KW under LT-Domestic, coming under ESO-Hatibari & initial power supply effected on 10.05.2007. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records (FG & Samadhan App) that power supply was reconnected on 13-Nov-2024. October-2024 & November-2024 bills were charged on average basis with "2894" units and "72" units respectively. That, the above average bills were not revised by the Opposite Party till date.
- 2) A new smart meter bearing SL.No." TWSP51238286" was installed on 16-Jan-2025, replacing the old defective meter No." 8011697" & actual bills continued to charge thereafter till last billing.

On scrutinizing the records, reports available on record, the Forum construed that the energy bills charged from October-2024 to November-2024 are to be revised based on actual monthly average consumption recorded in subsequent meter No." TWSP51238286", as per regulations stipulated.

ORDER

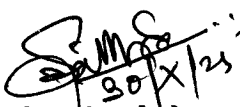
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2009.

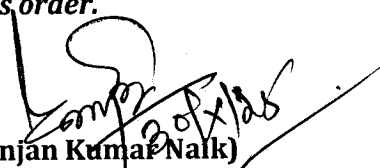


1. The Opposite Party is directed to revise the energy bills charged from October-2024 to November-2024, on the basis of succeeding six months actual monthly average consumption recorded in the meter SL. No." TWSP51238286", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
2. The Opposite Party is directed to raise the fixed cost from Feb'2012 to Jul'2021 as supply is deemed to be continued and to be debited to the complainants account.
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.

Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within One Month (by the end of November 2025) from the date of issue of this order.


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


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

Copy to: -

1. Sukhlal Oram, C/o-Kartik Oram, At/Po-Tajandera, Hatibari, Rairakhol, Dist-Sambalpur-768105
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, Sambalpur 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:Bhoingar, 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/415/2025)