



**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)/ 481(4)

Date: 31.10.25

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri Sovan Tripathy Member(Finance)**

1	Case No.	BRL/458/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Mahendra Sahu C/o-Himansu Kumar Sahu At-Ganesh Nagar, Po-Rengali, Dist- Sambalpur-768212		4163-3522-0157	7008282692																																
3	Respondent/s	SDO (Elect) Rengali, TPWODL			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	24.10.2025																																			
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	24.10.2025																																			
9	Date of Order	31.10.25																																			
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: SDO Office, Rengali, TPWODL, Sambalpur.



Appeared

For the Complainant- Mahendra Sahu

Represented by Himansu Kumar Sahu

For the Respondent - SDO(Elect.), Rengali, TPWODL.

GRF Case No- BRL/458/2025

COMPLAINANT

Mahendra Sahu
C/o- Himansu Kumar Sahu
At-Ganesh Nagar,
Po-Rengali,
Dist- Sambalpur-768212.
Consumer No.-4163-3522-0157

VRS

(1) SDO(Elect.), Rengali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Himansu Kumar Sahu on behalf of Mahendra Sahu, appeared in the Camp Court hearing held at SDO Office Rengali, under ESO-Rengali, on Dt. 24.10.2025. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has raised objection 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 has submitted ledger copy for the period from Feb'2001 to Sep'2025, written statement and Physical Verification Report carried out on 01.11.2025 in this case.

Remarks given in Physical Verification Report(01.11.2025) as mentioned below:-

"During Physical verification it was found that the meter found ok and CMR"9472"Kwh as on 01.11.2025. So bill may be revised as per current meter reading."

Remarks given in Written statement(01.11.2025) as mentioned below:-

1. The supply release date of the consumer no.-4163-3522-0157 is dt.01.01.1990 as mentioned in FG data.
2. The meter no.-"300081558" is present in the consumer's premises.
3. That the consumer no-4163-3522-0157 has an outstanding amount of Rs 28,708.25/- as on dt.01.11.2025.
4. During physical verification the present meter no."300081558" found ok with current meter reading of "9472"Kwh on dt. 01.11.2025.

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

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bearing consumer No 4163-3522-0157, having CD-0.88KW under LT-Domestic category, coming under ESO- Rengali & initial power supply effected on 01.01.1990. 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 licensees soft record (FG & Samadhan App) that actual bill was charged in Dece-2008 based on advanced readings recorded in meter No." 070307241". Thereafter, provisional & average bills charged from January-2009 to August-2016 were already revised by the Opposite Party, based on the actual monthly average consumption recorded in subsequent meter installed & Rs.11622.66/- was credited back(deducted from) to the consumer account on 11-06-2024.
- 2) A new meter bearing SL.No." WLT077528" was installed on 12-Mar-2018 and actual bills continued to charge upto June-2022 billing.
- 3) Provisional bills were then raised from July-2022 to Feb-2023 on different units from time to time.
- 4) It was pointed out that no energy bills were raised from Mar-2023 to June-2023, even though no record of disconnection effected in billing.
- 5) That, a new meter bearing SL.No." 300081558" was installed on 30-Jun-2023, replacing the old meter No." WLT077528". However, July-2023 bill was charged on actual basis with "1466" unit, even though current reading for the month recorded as KWH"442".

The Forum on scrutinizing the records, reports available on record construed that the provisional & erratic energy bills charged from July-2022 to July-2023 are to be revised by the Opposite Party based on the actual monthly average consumption recorded in subsequent meter No."300081558" as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019, to redress the grievances accordingly.

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 July-2022 to July-2023, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." 300081558", 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. The monthly energy bills not charged previously from March-2023 to June-2023 are to be assessed accordingly, while revising the above period bills, if no disconnection of power supply was effected physically.*


President
Grievance Redressal Forum
TPWODL, Burla - 768012

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.

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

- Copy to: -** (1) Mahendra Sahu, C/o- Himansu Kumar Sahu, At-Ganesh Nagar, Po-Rengali, Dist- Sambalpur-768212
(2) Sub-Divisional Officer (Elect.), Rengali, TPWODL 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: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/458/2025)