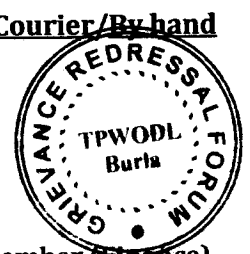


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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/SEED/ (Final Order)/ 506(4)

Date: 29.11.25

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

1	Case No.	BRL/497/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Pradip Marei C/o-G.Marei, At- Baijapali Po-Laida,Rengali, Dist- Sambalpur-768212		4163-3406-0816	7854844867																																
3	Respondent/s	SDO(Elect) Rengali, TPWODL,Sambalpur			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	18.11.2025																																			
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 &amp; 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 &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; 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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7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard* of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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6. Others																																					
8	Date(s) of Hearing	18.11.2025																																			
9	Date of Order	29.11.25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

*Ranjan*  
29/11/25  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

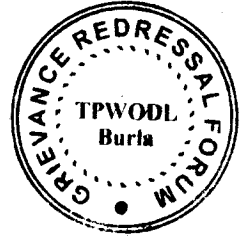
**Place of Camp:** ESO Office, Laida, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Pradip Marei

Represented by G. Marei

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



**GRF Case No- BRL/497/2025**

Pradip Marei  
C/o-G.Marei  
At- Baijapali  
Po-Laida,Rengali,  
Dist- Sambalpur-768212.  
Consumer No.-4163-3406-0816

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri G.Marei on behalf of Pradip Marei, appeared in the Camp Court hearing held at ESO Office Laida, under SDO-Rengali, on Dt. 18.11.2025. The complainant submitted during course of hearing in brief as follows:

- 1) To revise the abnormal bill raised during the month April-2025 amounting to Rs 5885/- with 1615 units.

**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 4163-3406-0816, having CD-0.5KW under LT-Domestic category, coming under ESO- Laida. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) The initial date of power supply is 25/08/2018 without meter.
- 2) Load factor bills, on average basis due to without meter, were served to the consumer from September-2018 to September-2020 with 144/28 units/months.
- 3) Power supply was laying disconnected from Oct-Nov/2020 to July-2021 and bills were not generated from August-2021 to March-2025.
- 4) Power supply was reconnected on 20/04/2025 (as available in the FG data) and average bill was generated for 45 months with 1615 units amounting to Rs 5885.12/- for the bill stop period which is totally unjustified.
- 5) A new meter was installed on 07/04/2025 (as available in the FG data) having sl. no. TWST15016287 and actual bills are being served till date.

*Signature*  
18/11/25  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

From the above facts and figure, The Forum construed that bill for the month of April-2025 needs to be revised as per regulation 155 of OERC distribution (COS) code 2019 basing up on the consumption recorded by newly installed meter.

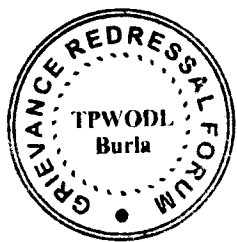
**ORDER**

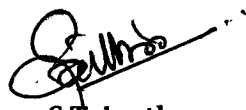
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019.

1. *The Opposite Party is directed to revise the bill for the month of April-2025 basing on succeeding six-months actual monthly average consumption recorded in meter sl. no. "TWST15016287" from the date/month of meter 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 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 December-2025) from the date of issue of this order.***





**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) Pradip Marei, C/o-G.Marei, At- Baijapali, Po-Laida, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/497/2025)**