

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)/ 513(4)

Date: 29.11.25

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri Sovan Tripathy Member(Finance)

1	Case No.	BRL/502/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sri Lal Bhue At/Po- Birghat, Dakara, Dist-Sambalpur		4160-0103-2455	7978446208																																
3	Respondent/s	EE (Elect) SEED, TPWODL, Sambalpur			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	19.11.2025																																			
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 & 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	19.11.2025																																			
9	Date of Order	29.11.25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

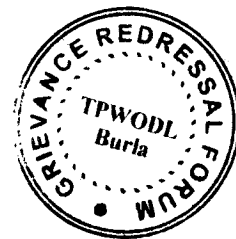
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President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Dhama, TPWODL, Sambalpur.

Appeared

For the Complainant- Lal Bhue

For the Respondent - EE(Elect.), SEED, TPWODL, Sambalpur.



GRF Case No- BRL/502/2025

Lal Bhue

At/Po- Birghat, Dakara,

Dist- Sambalpur.

Consumer No.-4160-0103-2455

COMPLAINANT

VRS

(1) EE(Elect.), SEED, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

Sri Lal Bhue, appeared in the Camp Court hearing held at ESO Office Dhama, under SDO-Dhanupali, on Dt. 19.11.2025. 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.

In this context, the complainant submitted a copy of application made earlier before the ESO(Elect.), Dhama, regarding rectification of previous bills in the matter of bills charged during non usage of supply period.

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 4160-0103-2455, having CD-4.00KW under LT- IRRIGATION PUMPING AND AGRICULTURE category, coming under ESO- Dhama & initial power supply effected on 10.04.2020. 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 records (FG & Samadhan App) that 1st energy bills were raised in May-2020 without any initial meter installed at site.
- 2) Thereafter, provisional/average bills charged continuously May-2020 to September-2024 billing on different units from time to time.
- 3) It was observed that a new meter bearing SL.No." TWSC59037323" was installed on 23-Oct-2024 & actual bills continued to charge thereafter.

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- 4) The complainant's averment made regarding wrong bills charged during non usage of power supply period, was not accompanied by any proof of records from either of the parties to substantiate the claim made & also failed to submit the period of dispute.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged limited up to & including two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) prior to installation of new meter SL. No." TWSC59037323" i.e. from October-2022 to September-2024 are to be revised by the Opposite Party, based on succeeding twelve months actual monthly average consumption recorded in meter No." TWSC59037323", so as to extend seasonal benefit to the complainant consumer.

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 October-2022 to September-2024, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." TWSC59037323", 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.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) Lal Bhue, At/Po- Birghat, Dakara, Dist- Sambalpur.

(2) Sub-Divisional Officer (Elect.), Dhanupali, 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/502/2025)

