

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/JED/ (Final Order)/ 538(4)

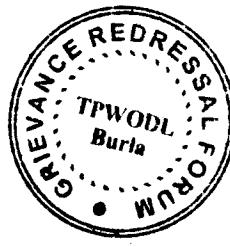
Date: 06/12/25

Present:

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

1	Case No.	BRL/515/2025					
2	Complainant/s	Name & Address		Consumer No			
		Sabitri Sing Naik C/O-Saroj Sing Naik At-Ganjudihi, Po-Tilemal, Ps-Laikera Dist-Jharsuguda		4135-2810-0163	9692186851		
3	Respondent/s	SDO (Elect), JSG-II		Division J.E.D, TPWODL, Jharsuguda			
4	Date of Application	25.11.2025					
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	25.11.2025					
9	Date of Order	06/12/2025					
10	Order in favour of	Complainant	✓	Respondent	Others		
11	Details of Compensation awarded, if any.	NIL					

President



Place of Camp: ESO Office, Laikera

Appeared

For the Complainant- Sabitri Sing Naik
Represented by Saroj Sing Naik

For the Respondent - SDO(Electrical),JSG-II, TPWODL.

GRF Case No- BRL/515/2025

Sabitri Sing Naik
C/O-Saroj Sing Naik
At-Ganjudihi, Po-Tilemal, Ps-Laikera
Dist-Jharsuguda
Consumer No-4135-2810-0163
VRS
SDO(Electrical), JSG-II, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Saroj Sing Naik on behalf of Sabitri Sing Naik appeared in the hearing on Dt. 25.11.2025 at the camp held at ESO Office, Laikera. The Complainant filed the petition before the Hon'ble Forum, that the consumer is getting high bill in the early sessions of this Year i.e January and February and before that he was getting the bill in average and he urged before the learned forum to settle the matter.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit 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 4135-2810-0163, having CD-1.50KW under LT-Domestic category, coming under ESO-Laikera & 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 licensee's soft records (FG & Samadhan App) that power supply given to consumer premises on 05th December 2005 with meter no "1943952" under LT- DOM category with CD-1.50 KW, followed by the status Regular.
2. That, the billing data and ledger showed provisional/average bills charged then from November- 2006 till January 2023 with mostly average billing with a few provisional and actual there on further in November 2024.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

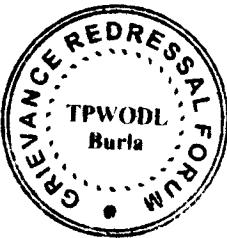
3. That, a new meter bearing SL.No." 300074982" was installed on 01/03/2023. No monthly bills were charged from Feb-2023 to Oct-2024. Thereafter, actual bill charged in Nov-2024, based on consumption recorded in above meter.
4. That, the disconnection was made on dated 26/06/2023, but the date of reconnection could not be ascertained as per records revealed and the next bill generated in December2024.
5. That, no proof of disconnection & reconnection submitted by the Complainant to establish the non usage period.
6. January-2025 bill charged abnormally with "2063" units in a single month & then, actual bills continued to charge afterwards.

The Forum on scrutinizing the records, reports available on record construed that, since the period of disconnection has never been effected physically, reason being no record of disconnection/reconnection physically effected and during which time a new meter installed on 01.03.2023, hence, the energy bills charged from March-2023 to January-2025 are to be revised as per consumption recorded in existing meter No."300074982", by recasting the total units of kwh"002063" on actual monthly average basis, to extend fair & reasonable justice to the complainant.

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 March-2023 to January-2025, on the basis of recasting the total accumulated units of kwh"002063", on actual monthly average basis, as recorded upto January-2025 billing, in meter SL. No." 300074982", 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.*




President

Grievance Redressal Forum
TPWODL, Burla - 768017

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 January-2026) 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. Sabitri Sing Naik, C/O-Saroj Sing Naik, At-Ganjudihi, Po-Tilemal, Ps-Laikera, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) JSG-II, 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/515/2025)

