



**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/JED/ (Final Order)/ 591(4)

Date: 31.12.25

Present:

Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/529/2025					
2	Complainant/s	Name & Address		Consumer No			
		Aswini Kumar Panigrahi At-Bisadihi, Po-Sripura, Dist-Jharsuguda.		4135-2604-0532	9437201467		
3	Respondent/s	S.D.O (Elect)-II, Jharsuguda,TPWODL		Division J.E.D, TPWODL, Jharsuguda			
4	Date of Application	09.12.2025					
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	09.12.2025					
9	Date of Order	31.12.25					
10	Order in favour of	Complainant	✓	Respondent		Others	
11	Details of Compensation awarded, if any.	NIL					


Member

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO-II Office, TPWODL, Jharsuguda

Appeared

For the Complainant- Aswini Kumar Panigrahi

For the Respondent - SDO(Elect.)-II, Jharsuguda, TPWODL.



GRF Case No- BRL/529/2025

Aswini Kumar Panigrahi

At-Bisadihi,

Po-Sripura,

Dist-Jharsuguda

Consumer No-4135-2604-0532

COMPLAINANT

VRS

SDO(Elect.)-II, Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Aswini Kumar Panigrahi appeared in the Camp Court hearing held at SDO-II Office, Jharsuguda under ESO-Sahapada, on Dt. 09.12.2025. 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 not submitted 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 4135-2604-0532, having CD-1.5KW under LT-DOMESTIC category, coming under ESO- Sahapada & initial power supply effected on 05.01.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that April-2012 bill charged on actual basis as per consumption recorded in meter SL.No." 372307".However, provisional/average bills continuously raised thereafter from May-2012 to December-2020 @67 units/134 units/288 units on bi-monthly basis from time to time, as no advanced meter readings were recorded for billing. That, the Opposite Party has not revised the above bills in subsequent billing period.
- 2) That, the power supply remained disconnected from 31-Aug-2021 till 03-Apr-2025.
- 3) That, a new meter bearing SL.No." TWSP51258110" was installed on 24-Apr-2025, replacing the old defective meter No." 372307" & actual bills continued to charge from March-2025 till Dec-2025 billing upto the reading of kwh" 534", as recorded in above meter.

The Forum is of the considered opinion that provisional/average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from January-2019 to December-2020 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." TWSP51258110", to redress the grievances accordingly.

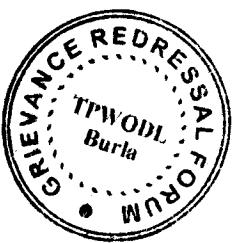
ORDER

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 January-2019 to December-2020, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWSP51258110", 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 serve the revised energy charges bill with revised due date, 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 Jan-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*

Copy to:-

1. Aswini Kumar Panigrahi, At-Bisadihi, Po-Sripura, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, 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/529/2025)