

**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/SED/ (Final Order)/ 589(4)

Date: 31-12-25

Present:

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

| | | | | | | | |
|----|--|--|--|---|--|--------|--|
| 1 | Case No. | BRL/532/2025 | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | | | |
| | | Dharanidhar Garia C/o- Padmini Garia At/Po-Rupapali,Burla, Dist-Sambalpur | | 4118-3104-0021 | Contact No. | | |
| 3 | Respondent/s | S.D.O (Elect), Hirakud,TPWODL | | Division S.E.D, TPWODL, Sambalpur | | | |
| 4 | Date of Application | 11.12.2025 | | | | | |
| 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 | 11.12.2025 | | | | | |
| 9 | Date of Order | 31-12-25 | | | | | |
| 10 | Order in favour of | Complainant | ✓ | Respondent | | Others | |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | |

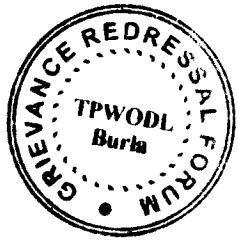
lace of Camp: ESO Office, Chipilima, TPWODL, Sambalpur

Appeared

For the Complainant- Dharanidhar Garia

Represented by Padmini Garia

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



GRF Case No- BRL/539/2025

COMPLAINANT

Dharanidhar Garia
C/o- Padmini Garia
At/Po-Rupapali,Burla,
Dist-Sambalpur
Consumer No-4118-3104-0021

VRS
SDO(Electrical), Hirakud, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt. Padmini Garia on behalf of Dharanidhar Garia appeared in the Camp Court hearing held at SDO Office Hirakud, under ESO-Chipilima, on Dt. 11.12.2025. 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 4118-3104-0021, having CD-2KW under LT-DOMESTIC category, coming under ESO-Chipilima & 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,

- 1) On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that actual bill was charged upto November-2015 bi-monthly billing, as per consumption recorded in meter SL.No." 8119078", with recorded reading of kwh"10783". Provisional/average bills continuously raised thereafter from December-2015 to October-2022 on different units from time to time, as no advanced meter readings were recorded for billing. That, no effective steps were taken by the Opposite Party to revise the above period bills in subsequent billing months.
- 2) That, the power supply remained disconnected from 24-Nov-2022 till 25-Sep-2025.
- 3) That, a new meter bearing SL.No." TWSP51298401" was installed on 15-Oct-2025, replacing the old defective meter No." LW321932" & actual bills continued to charge thereafter till last billing.

✓ 11/12/25
President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 November-2020 to October-2022 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." TWSP51298401", 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 November-2020 to October-2022, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWSP51298401", 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 Four months (by the end of April-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. Dharanidhar Garia, C/o- Padmini Garia, At/Po-Rupapali, Burla, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Hirakud, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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/532/2025)