

**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)

Date: 31.12.25

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 567(4)

Present:

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

1	Case No.	BRL/537/2025		Consumer No	Contact No.
2	Complainant/s	Name & Address Sukun Prasad C/o- Laxmi Das At/Po-Nuapada, Lamtibahal, Dist-Jharsuguda.		4171-2704-0318	8093957204
3	Respondent/s	S.D.O (Elect), Brajrajnagar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	12.12.2025			
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	12.12.2025			
9	Date of Order	31.12.25			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

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

Place of Camp: SDO Office, Brajrajnagar, TPWODL

Appeared

For the Complainant- Sukun Prasad
Represented by Laxmi Das
For the Respondent - SDO(Elect.), Brajrajnagar, TPWODL.

GRF Case No- BRL/537/2025
Sukun Prasad
C/o- Laxmi Das
At/Po-Nuapada, Lamtibahal,
Dist-Jharsuguda
Consumer No-4171-2704-0318

COMPLAINANT

OPPOSITE PARTY

VRS
SDO(Electrical), Brajrajnagar, TPWODL.

GIST OF THE CASE

Smt. Laxmi Das on behalf of Sukun Prasad appeared in the Camp Court hearing held at SDO Office, Brajrajnagar, under ESO- Lamtibahal, on Dt. 12.12.2025. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has raised objection regarding abnormal/excess energy bills charged previously but failed to emphatically submit the period & nature of dispute. In this context, the complainant submitted that being the present owner/occupier of the property, she got to know during 2023 that arrear amount has been pending against the previous owner Sri Sukun Prasad of the same property, to which she expressed inability to pay such huge amount. Hence, the complainant prayed before the Forum 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 submitted billing abstract from Feb'2003 to Nov'-2025, a Physical Verification Report carried out on 17.12.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The date of power supply to the consumer is 19th Nov'2002 (As per FG database).
2. The consumer was receiving Average bill from May'2017 to Oct'2021. New meter with Sl. No. "TWST1760087" were installed in the premises on 23rd May'2024.
3. Also, the Average bill from Sep'2019 to Aug'2021 were already revised on 15th Sep'2025 for Rs 9,626.86/-. The current arrear of consumer is of Rs 1,21,944.46/-.

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 4171-2704-0318, having CD-2KW under LT-DOMESTIC category, coming under


ESO-Lamtibahal & initial power supply effected on 19.11.2002. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

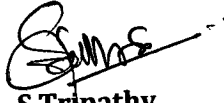
As per objection raised by the complainant and on examining the case in detail, the Forum observed from records that meters have been changed many a times earlier with actual consumptions recorded previously, except some provisional/average bills charged. It was noticed that continuous average bills were raised from May-2017 to October-2021 @216 units/month, as no advanced readings were recorded in meter SL.No."WCV37075". A new meter SL.No."TWST1760087" was installed subsequently on 23-May-2024 & actual bill continued to charge till last billing. It was noticed that the Opposite Party has already acted upon the grievances & revised the energy bills charged respectively from September-2019 to August-2021 with credit sundry (deduction of) of Rs.9626.86/- effected on 15-09-2025.

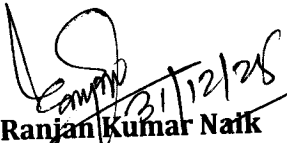
The Forum on scrutinizing the records, reports available on record construed that the above bill revision carried out by the Opposite Party were found to be genuinely assessed as per regulations in force and hence, there is no further scope of revision of earlier bills, in the absence of any specific complaint filed.

The instant case is hereby dropped.

Accordingly, the case is disposed of.


S.K Dora
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Sukun Prasad, C/o- Laxmi Das, At/Po-Nuapada, Lamtibahal, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Brajrajnagar, TPWODL, with the direction to serve one, copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
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/537/2025)

