

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

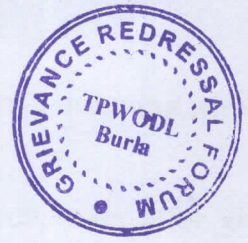
Ref: GRF/Burla/Div/JED/ (Final Order)/ 102(4)

Date: 16.03.2026

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

1	Case No.	BRL/101/2026		
2	Complainant/s	Name & Address Dhanmati Pera At-Sweeper Colony, Near COX Colony Po/Dist-Jharsuguda.	Consumer No 4131-2202-0775	Contact No. 7735290415
3	Respondent/s	S.D.O (Elect)-I, Jharsuguda,TPWODL	Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	21.02.2026		
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer
		7. Interruptions	X	8. Metering
		9. New Connection	X	10. Quality of Supply & GSOP
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations
		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	21.02.2026		
9	Date of Order	16.03.2026		
10	Order in favour of	Complainant	✓	Respondent
				Others
11	Details of Compensation awarded, if any.	NIL		

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



Appeared

For the Complainant- Dhanmati Pera

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

GRF Case No- BRL/101/2026

Dhanmati Pera

At-Sweeper Colony, Near COX Colony

Po/Dist-Jharsuguda

Consumer No-4131-2202-0775

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Dhanmati Pera appeared in the Camp Court hearing held at SDO-I Office, Jharsuguda on Dt. 21.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition 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 4131-2202-0775, having CD-2KW under LT-Domestic category & initial power supply effected on 24.04.2007. 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 licensees available soft records (FG & Samadhan App) that provisional bills charged continuously from Oct-2009 to Aug-2021, as no advanced meter readings were recorded in meter SL.No." 290107781".
- 2) It was noticed that a new meter SL.No." WLT166466" was installed on 04-Sep-2021, replacing the old meter No." 290107781". However, provisional bills continued to charge from Sept-2021 to Jan-2023 billing. The opposite Party has already revised such above provisional billing period & Rs. 5634.61/- was withdrawn (credited back) to the consumer account on 21-02-2023.

President

**Grievance Redressal Forum
TPWODL, Burla - 760017**

- 3) The billing database revealed that the above mentioned meter has been continuing with last actual reading of kwh" 3195", recorded upto Feb-2026 billing.
- 4) The Opposite Party failed to submit the relevant documents/records, even after giving sufficient reasonable time to furnish & is perceived to have nothing to submit in support of their views to the case. The case is decided based on the available documents, records & merit of the case.

The Forum on scrutinizing the records, reports available on record construed that the 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 Sept-2019 to Aug-2021 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." WLT166466", to redress the grievances in an efficacious manner.

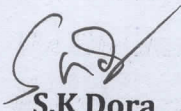
ORDER

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 Sept-2019 to Aug-2021, based on actual monthly average consumption so derived already in revising the earlier provisional bills from Aug-2021 to Jan-2023, 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.*

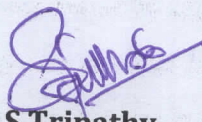
Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Apr-2026) from the date of issue of this order.



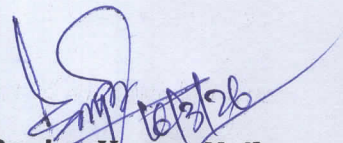
S.K Dora
(Co-Opted Member)

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. Dhanmati Pera, At-Sweeper Colony, Near COX Colony, Po/Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, 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/101/2026)

