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Grievance Redressal Forum  
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 100<sup>(4)</sup>

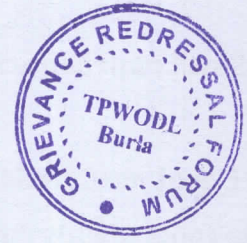
Date: 16.03.2026

**Present:**

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

1	Case No.	BRL/104/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Rama Ghasi At/Po-Panchapada, Dist-Jharsuguda.	4131-2203-0422	7894754862	
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	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	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-** Rama Ghasi

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

**GRF Case No- BRL/104/2026**

Rama Ghasi  
At/Po-Panchapada,  
Dist-Jharsuguda  
Consumer No-4131-2203-0422

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Rama Ghasi 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. The complainant averred that excess bills have been charged particularly after installation of new meter.
- 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 4131-2203-0422, having CD-1KW under LT-Domestic category, coming under ESO-JED-2 & initial power supply effected on 29.11.2006. 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 average/provisional bills continuously charged from June-2009 to July-2012, as no advanced consumption were recorded for billing in meter SL.No." 0276400" for the above mentioned period.
- 2) The ledger abstract revealed that a new meter SL.No." 8097722" was installed during August-2012 but, no consistency of readings recorded for billing that has led to provisional billing intermittently. The last actual billing with current reading of kwh" 9598" recorded in Aug-2016. Thereafter, provisional/average bills further charged from Sept-16 to June-2021. That, another new meter SLNO." LW654188" installed during July-2021 & the same meter

has been available for billing with advanced reading of kwh" 2184" recorded upto Feb-2026 billing.

- 3) That, the energy bills charged from June-21 to Oct-2022 & the bills raised from June-19 to May-2021 were already revised by the Opposite Party with credit sundry(deduction) of Rs. 643.81/- & Rs. 7845.60/- effected in billing on 20-12-2022 & 06-02-2026 respectively.
- 4) The Opposite Party failed to submit the relevant documents, 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.

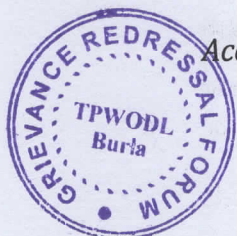
The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Aug-2010 to July-2012 to be revised based on actual monthly average consumption recorded in subsequent meter SL.No." 8097722". Further, the energy bills charged from Aug-2012 to Aug-2016 are to be recasted on actual monthly average basis, recorded in meter SL.No." 8097722", 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 Aug-2010 to July-2012, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." 8097722", 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 recast the energy bills charged from Aug-2012 to Aug-2016 on actual monthly average basis, considering initial reading as on the date of installation of meter SL.No." 8097722" & final reading of kwh"9598" as in Aug-2016 billing, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
3. *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.*
4. *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.*

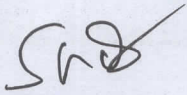
Accordingly, the case is disposed of.



President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**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.**



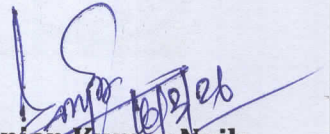
**S.K Dora  
(Co-Opted Member)**

*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. Rama Ghasi, At/Po-Panchapada, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/104/2026)

