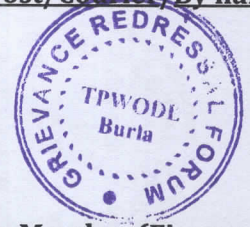


Grievance Redressal Forum  
TPWODL, BURLA

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)/99CY

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/105/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bipin Pattnaik C/o- Sova Pattnaik At-Mungapada Po/Dist-Jharsuguda.		4135-1206-1497	7077233155/ 9777179826
3	Respondent/s	S.D.O (Elect)-II, 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			

President

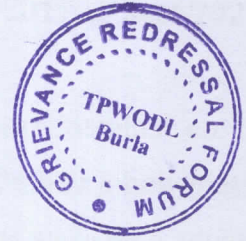
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Appeared**

**For the Complainant-** Bipin Pattnaik

Represented by Sova Pattnaik

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



**GRF Case No- BRL/105/2026**

Bipin Pattnaik

Represented by Sova Pattnaik

At-Mungapada

Po/Dist-Jharsuguda

Consumer No-4135-1206-1497

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Smt. Sova Pattnaik on behalf of Bipin Pattnaik appeared in the Camp Court hearing held at SDO-II 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 4135-1206-1497, having CD-1.50KW under LT-Domestic category, coming under ESO-Jhanda Chowk & initial power supply effected on 24.11.2000. 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 actual bill was charged upto kwh" 5499", recorded in meter SL.No." 327722" as in Oct-2006 billing.
- 2) Thereafter, provisional bills continuously charged from Nov-2006 to March-2011, except in some months where actual bills were raised.
- 3) April-2011 & May-2011 bills charged on actual basis with current reading of kwh" 1735" & kwh" 1873", recorded in meter SL.No." 327722".

**Grievance Redressal Forum**  
TPWODL

- 4) It was revealed that provisional/avg. bills further charged from June-2011 to Sept-2021 with different units from time to time.
- 5) The ledger abstract revealed that a new meter SL.No." LW409333" was installed on 19-Oct-2021 but, provisional/average bills continued to charge till April-2022, albeit a new meter was installed for recording consumption. It was observed that meter readings were then advanced & actual bills continued to charge till Feb-2026 billing.
- 6) That, the average energy bills charged from Sept-2021 to March-2022 were already revised by the Opposite Party, as per actual monthly average consumption recorded in above mentioned meter, with debit sundry(addition) of Rs.14042.08/- effected in billing on 21-05-2022.
- 7) 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 Nov-2006 to May-2011 to be recasted based on actual monthly average consumption recorded in meter SL.No." 327722" to redress the grievances in an efficacious manner.

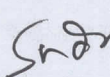
### ORDER

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 recast the energy bills charged from Nov-2006 to May-2011 on actual monthly average basis, considering initial reading of kwh"5499" as in November-2006 & final reading of kwh"1873" as in May-2011 billing, recorded in meter SL.No."327722", 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**  
Final Order (GR Case No. BRD/103/2026)



**S.Tripathy**  
**Member (Finance)**  
*Member*

**Grievance Redressal Forum**

**TPWODL Burla - 768017**  
Page 3 of 4



**Ranjan Kumar Naik**  
**(President)**  
*President*

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**



**Copy to: -**

1. Sova Pattnaik, C/o- Bipin Pattnaik, At-Mungapada, Po/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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/105/2026)