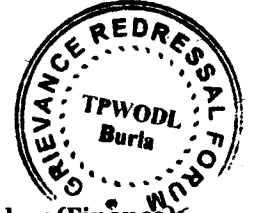


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 176(4)

Date: 23-04-26

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

1	Case No.	BRL/160/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Priyadarsini Sutar C/o-Late Bidyadhar Sutar At/Po-BTM Old Colony,Qtr. No.A/16, Dist-Jharsuguda		4131-2207-0446	
3	Respondent/s	S.D.O (Elect)-I,Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	12.03.2026			
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	12.03.2026			
9	Date of Order	23-04-26			
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-I Office, Jharsuguda

**Appeared**

For the Complainant- Priyadarsini Sutar  
C/o- Late Bidyadhar Sutar

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

**GRF Case No- BRL/160/2026**

Priyadarsini Sutar  
C/o-Late Bidyadhar Sutar  
At/Po-BTM Old Colony, Qtr. No.A/16,  
Dist-Jharsuguda  
Consumer No-4131-2207-0446

**COMPLAINANT**

**VRS**

SDO(Electrical)-I, Jharsuguda, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Smt. Priyadarsini Sutar appeared in the Camp Court hearing held at SDO-I Office, Jharsuguda on 12.03.2026. The complainant submitted during course of hearing in brief as follows:

- 1) To revise the abnormal & average bills charged earlier during meter defective period.

**Previous Complain, if any:** Not Available

**SUBMISSION OF OPPOSITE PARTY**

The opposite party not submitted any relevant documents in this case except Physical Verification Report dtd. 09.04.2026.

**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 4131-2207-0446, having CD-2.00KW under LT-Domestic category, coming under ESO-JED-2 & initial power supply effected on 02.03.2016. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) The date of initial power supply is 02/03/2016 with installed meter no. "80023216".
- 2) Actual/provisional bills were raised November-2016 to July-2017. Then provisional/average bills were raised from August-2017 to February-2019.
- 3) A meter having sl. no. "LW124227" was replaced on 04/02/2019 and actual/ provisional bills are continued till date.
- 4) Also SDO has submitted PVR dated 09/04/2026 mentioning "no theft found, today meter reading is 5874 KWH".
- 5) From the above observation Forum construed that the bills from August-2017 to February-2019 to be revised to resolve the consumers complain.

*[Handwritten Signature]*  
President

**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 EC bill from August-2017 to February-2019, taking subsequent six-month average consumption from the date of installation of meter i.e. 04/02/2019 having sl. no. "LW124227", 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 within 30 days from the issue of this Order, 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.

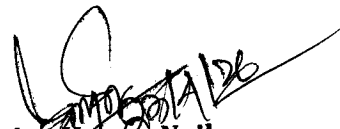
**The opposite party is directed to submit the compliance report to this Forum within one month (by the end of May-2026) from the date of issue of this order.**



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



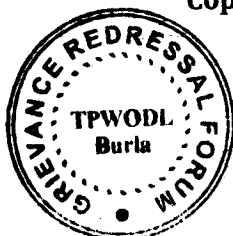
**S. Tripathy**  
Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017



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

Copy to: -

1. Priyadarsini Sutar, C/o-Late Bidyadhar Sutar, At/Po-BTM Old Colony, Qtr. No.A/16, Dist-Jharsuguda.
1. Sub-Divisional Officer (Elect.)-I, Jharsuguda TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
2. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
3. 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/160/2026)