

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Ben ch: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 172(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/161/2026			
2	Complainant/s	Name & Address Banamali Mahananda C/o-Mahendra Mahananda At/Po- Tihadipali,Sarbahal, Dist-Jharsuguda	Consumer No 4135-1109-0086	Contact No. 8658732629	
3	Respondent/s	S.D.O (Elect)-II,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 Causes	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			

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO-II Office, Jharsuguda



Appeared

For the Complainant- Banamali Mahananda

Represented by Mahendra Mahananda

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

GRF Case No- BRL/161/2026

Banamali Mahananda

COMPLAINANT

C/o- Mahendra Mahananda

At/ Po- Tihadipali, Sarbahal,

Dist- Jharsuguda

Consumer No-4135-1109-0086

VRS

OPPOSITE PARTY

SDO(Electrical)-II, Jharsuguda, TPWODL.

GIST OF THE CASE

Sr. Mahendra Mahananda C/o- Banamali Mahananda appeared in the Camp Court hearing held at SDO-II Office, Jharsuguda on 12.03.2026. The complainant submitted during course of hearing in brief as follows:

- 1) To revise the abnormal & average bills to enable consumer to pay the balance arrear dues.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party not submitted any relevant documents except Physical Verification Report carried out on 17.04.2026 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 4135-1109-0086, having CD-2.50KW under LT-Domestic category, coming under ESO- Sarbahal & initial power supply effected on 01.01.1990. 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 01/01/1990. With installed meter no. "WESCO162070", actual/provisional bills continued up to November-2006 without proper adjustment of provisional bills. Then average bills were raised from December-2006 to July-2018.
- 2) A meter having sl. no. "WLT101302" was replaced on 20/06/2018 and actual/provisional bills were generated up to November-2025.
- 3) Average bills have already revised up to change of meter during June-2018 with credit sundry of Rs 31624.28 in the month of July-2021.
- 4) Again, a meter having sl. no. "TWSU51026286" was replaced on 26/12/2025 and actual/provisional bills are generated till date.
- 5) From the above observation Forum construed that the bills from March-2001 to November-2006 to be re-casted to resolve the consumer's complain.

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 EC bill from March-2001 taking IMR as "2497" to November-2006 taking FMR as "20113" as recorded in meter having sl. no. "WESCO162070", 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. Banamali Mahananda, C/o-Mahendra Mahananda, At/Po- Tihadipali, Sarbahal, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/161/2026)

