

Grievance Redressal Forum

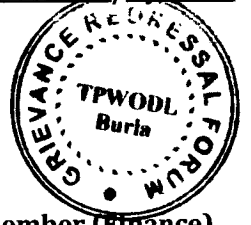
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: 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)/ 297(4)

Date: 30.06.26

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

1	Case No.	BRL/256/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sunil Sunani C/o-Aditya Sunani At-Balijuri Po/Dist-Jharsuguda-768202		4131-2308-0125	7750070651
3	Respondent/s	S.D.O (Elect)-I, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	07.05.2026			
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	07.05.2026			
9	Date of Order	30.06.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Sunil Sunani

Represented by Aditya Sunani

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

GRF Case No- BRL/256/2026

Sunil Sunani

C/o- Aditya Sunani

At-Balijuri

Po/Dist-Jharsuguda-768202

Consumer No-4131-2308-0125

COMPLAINANT

VRS

SDO(Electrical)-I, Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Aditya Sunani on behalf of Sunil Sunani appeared in the Camp Court hearing held at SDO-I Office, Jharsuguda on 07.05.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal/false 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 so as to enable him to pay the electricity dues accordingly.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party could not submit 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 4131-2308-0125, having CD-2.00KW under LT-Domestic category, coming under ESO-JED-3 & initial power supply effected on 15.02.2002. 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 1st energy bill charged in March-2002, having initial meter No." 126870" installed at site.
- 2) Actual bills were charged upto Jan-2007, after which provisional bills continuously raised from Feb-07 to Dec-07, as no meter advanced readings were recorded for billing.
- 3) That, Jan.-2008 bill charged on actual basis considering the current reading of kwh" 7202" & initial reading of kwh" 7192", as recorded in above mentioned meter. However, provisional bills were not properly adjusted in subsequent billing period.

[Signature]
President
Grievance Redressal Forum

- 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 date of initial power supply or, installation of meter No." 126870" till January-2008 are to be recasted by the Opposite Party based on actual monthly average consumption recorded in above mentioned meter, so as to extend slab benefit to the consumer & redress the grievances accordingly.

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 date of initial power supply or, installation of meter No." 126870" till January-2008 on the basis of actual monthly average consumption recorded in above mentioned meter, considering initial reading as on the date of installation of above meter and final reading as Kwh"007202" as on January-2008 billing, 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.*

In terms of the above, 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 July-2026) from the date of issue of this order.


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


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

Copy to: -

1. Sunil Sunani, C/o- Aditya Sunani, At-Balijuri, Po/Dist-Jharsuguda-768202.
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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/256/2026)

