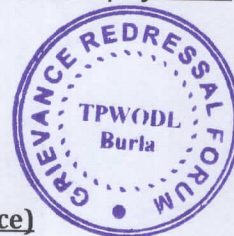


**Grievance Redressal Forum  
TPWODL, BURLA**

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 and S.Tripathy, Member (Finance)**



Ref: GRF/Burla/Div/JED/ (Final Order)/ 335 (4)

Date: 14/08/2025

**Present:**

**Sri Ranjan Kumar Naik, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/314/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Kankan Jaypuria At/Po-Sandhuriam, Dist-Jharsuguda	4135-2812-0086	9777239004	
3	Respondent/s	SDO (Elect)-II, TPWODL, Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	07.08.2025			
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	07.08.2025			
9	Date of Order	14/08/2025			
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-II Office, TPWODL, Jharsuguda



**Appeared**

**For the Complainant-** Kankan Jaypuria

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

**GRF Case No- BRL/314/2025**

Kankan Jaypuria

At/Po-Sandhuriam,

Dist-Jharsuguda

Consumer No-4135-2812-0086

**COMPLAINANT**

**VRS**

SDO(Electrical)-II, Jharsuguda, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Kankan Jaypuria appeared in the hearing on Dt. 07.08.2025 at the camp held at SDO-II Office, Jharsuguda. The Complainant filed the petition disputed about abnormal energy bills charged against his domestic connection but could not emphatically submit the period and nature of billing dispute in the petition filed. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

**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 4135-2812-0086, having CD-1.50KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 11.04.2007. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the records (FG & Samadhan App) that the initial power supply to the consumer premises effected on 11-Apr-2007 with meter No." 0336265" installed at site.
- 2) That, actual bills were charged to the complainant in most of the periods, except some provisional billing period that was charged in between & adjusted automatically in subsequent months.
- 3) The ledger abstract revealed that a new meter bearing SL. No-" LW376036" was installed in the premises on 20-Feb-2020, replacing the old defective meter No." 0336265"and actual bills continued to charge thereafter till July-2024.
- 4) That, another new smart meter SL. No." TWSP51200450" was installed in the premises on 17-Aug-2024, replacing the old meter No" LW376036" & actual bills continued to charge till last billing.

The Forum observed from the billing records that actual bills have been raised to the complainant in most of the period as per actual consumption recorded in the meters installed.

President

Grievance Redressal Forum  
TPWODL, Burla - 768017

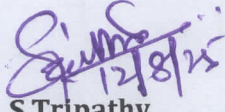


In the absence of exact period & nature of billing dispute as filed by the complainant, the instant case is hereby dropped.



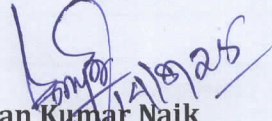
Accordingly, the case is disposed of.

However, the complainant is at liberty to approach this Forum afresh with detailed petition & necessary supporting documents.

  
12/8/25

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

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
12/8/25

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

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Kankan Jaypuria, At/Po-Sandhuriam, 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/314/2025)