

**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/SEED/ (Final Order)/ 128(4)

Date: 30.03.26

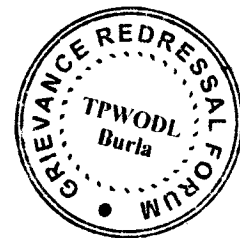
**Present:**

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

1	Case No.	BRL/68/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Saroj Chand At/Po- Baduapali, Dist-Sambalpur.	4162-3105-0183	9861781704	
3	Respondent/s	SDO (Elect) Dhanupali, TPWODL,Sambalpur		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.02.2026			
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	13.02.2026			
9	Date of Order	30.03.26			
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:** ESO Office Sahaspur, TPWODL, Sambalpur

**Appeared**

**For the Complainant-** Saroj Chand

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

**GRF Case No- BRL/68/2026**

Saroj Chand  
At/Po- Baduapali  
Dist-Sambalpur  
Consumer No-4162-3105-0183

**COMPLAINANT**

**VRS**

SDO(Elect.) Dhanupali, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Saroj Chhand appeared in the Camp Court hearing held at ESO Office, Sahaspur, Sambalpur on Dt. 13.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) To resolve the old wrong bills.

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

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted Physical Verification report carried out on 19.02.2026 and written version on 19.02.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. Consumer enforcement checking was done on 26.07.2016(VCR no.-1204136) in which Provisional assessment was Rs 20,519/-. Final assessment with 50% rebate Rs 10,259/- was debited in the month of Feb'2017 and on 24.03.2017 billing was in average from Feb'2001 to Aug'2002.
2. One more checking was done on 24.03.2017(VCR no. W0068808) in which Provisional assessment was Rs 20,519/-. Final assessment with 50% rebate Rs 10,259/- was debited in the month of Aug'2017.
3. So, two debit sundries are of two different VCR and as debited amounts are 50% of provisional assessment, there is no scope of reducing the penalty amount.
4. Bills from Nov'2018 to Oct'2020 can be revised on the basis of six months consumption of meter sl. no."LW615373" which was installed on 24.11.2020.

President  
Grievance Redressal Forum  
TPWODL, Burla - 760017

## OBSERVATION

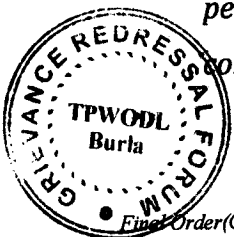
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4162-3105-0183, having CD-2KW under LT- Domestic category, coming under ESO-Sahaspur & initial power supply effected on 06.12.2010. 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 06/12/2010 with installed meter no. "381829".
- 2) Actual/provisional bills were generated from date of power supply to July-2011. Then average bills generated from August-2011 to February-2015.
- 3) A meter having sl. no. "WCS02931" was replaced during March-April/2015 and actual/provisional bills are being served up to May-June/2019. Then average/provisional bills were generated from July-Aug/2019 to Sept-Oct/2020.
- 4) A meter having sl. no. "LW615373" was replaced on 24/11/2020 and actual/provisional bills are being served up to Mar-April/2022. From May-June/2022 to February-2023, average/provisional bills were generated.
- 5) A meter having sl. no. "TPWODL1118055" was replaced on 26/02/2023 and actual/provisional bills are being served up to August-2023. From September-2023 to February-2024, provisional bills were served without any adjustment there of.
- 6) There after number of meters have changed and bill served with units which seems to be justified.
- 7) Basing upon the above facts and data, Forum construed that the bills from November-2018 to October-2020 should be revised to resolve the consumer's grievance.

## 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 November-2018 to October-2020 taking six-month average consumption of meter installed on 24/11/2020, 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, considering the adjustments, if any, and adjustment for the payments made by the complainant.*



President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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



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

**Copy to: -**

1. Saroj Chhand, At/Po- Baduapali, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Dhanupali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
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/68/2026)

