

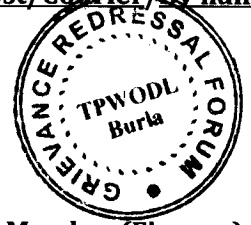
Grievance Redressal Forum

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)/9204

Date: 09.03.2026

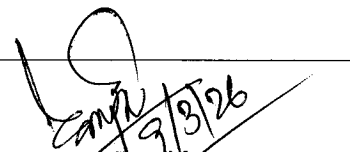
Present:

Sri Ranjan Kumar Naik, President

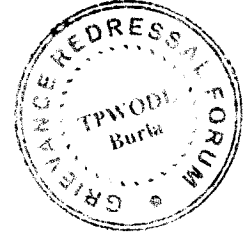
Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/96/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Saraswati Chhatria At-Tangarmunda, Po-Uchhakapata, Dist-Sambalpur		4132-1307-0998	9178271525
3	Respondent/s	S.D.O (Elect), Kuchinda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	20.02.2026			
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	20.02.2026			
9	Date of Order	09.03.2026			
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, Bamra



Appeared

For the Complainant- Saraswati Chhatria

For the Respondent - SDO(Electrical),Kuchinda, TPWODL.

GRF Case No- BRL/96/2026

Saraswati Chhatria
At-Tangarmunda, Po-Ucchakapata,
Dist-Sambalpur
Consumer No-4132-1307-0998

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Kuchinda, TPWODL.

GIST OF THE CASE

Saraswati Chhatria appeared in the hearing on Dt. 20.02.2026 at the camp held at ESO Office, Bamra. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding abnormal 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.

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 4132-1307-0998, having CD-0.50 KW under LT-Domestic category, coming under ESO-Bamra & initial power supply effected on 23.07.2023. 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 raised in July-2025 on actual basis as per consumption, recorded in initial meter SL.No." 1071723".
2. That, meter readings were advanced upto kwh" 1120", recorded in June-2025 billing & subsequent provisional/average bills charged from July-25 to Sept-2025, that has not been revised till date.
3. That, a new meter bearing SL.No." TWST15135163" was installed on 25-Oct-2025, replacing the old meter SLNo."1071723" & actual bills continued to charge thereafter.
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 the date of installation of meter No."1071723" to June-25 to be recasted on actual monthly average basis & the energy bills charged from Jul-25 to Sept-2025 to be revised as per subsequent meter SLNo."TWST15135163", to redress the grievances in an efficacious manner.

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/recast the energy bills charged from the date of installation of meter No."1071723" to June-25 billing, on actual monthly average basis, considering initial reading as on the date/month of installation of the same and final reading as kwh" 1120" as in June-2025 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 revise the energy bills charged from July-2025 to Sept-2025, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWST15135163", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
3. *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.*
4. *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 petition is disposed of.

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



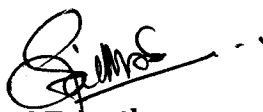
S.K Dora

(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017

Final Order (GRF Case No. BRL/96/2026)



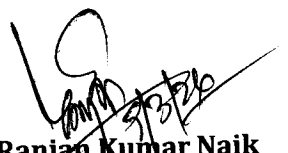
S. Tripathy

Member (Finance)
Member

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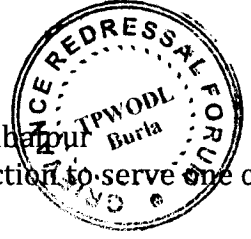


Ranjan Kumar Naik

(President)
President

Grievance Redressal Forum

TPWODL, Burla - 768017



Copy to: -

1. Saraswati Chhatria, At-Tangarmunda, Po-Uchhakapata, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, 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/96/2026)