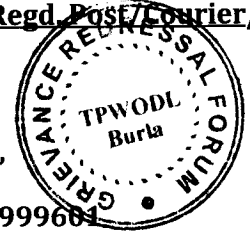


By Regd. Post/Courier/By hand

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.0663-2999604



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

Ref: GRF/Burla/Div/JED/ (Final Order)/ 9004

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/98/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Anjali Majhi C/O-Ashok Kumar Majhi Sisal Firm Pada, Bamra, Dist-Sambalpur-768221	4132-2302-1054	9861609275	
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			

*[Signature]*  
9/3/26  
President

Grievance Redressal Forum  
TPWODL, BURLA  
Sambalpur, Pin- 768017

Place of Camp: ESO Office, Bamra



**Appeared**

**For the Complainant-** Anjali Majhi  
Represented by Ashok Kumar Majhi

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

**GRF Case No- BRL/98/2026**

Anjali Majhi  
C/O- Ashok Kumar Majhi  
Sisal Firm Pada, Bamra,  
Dist-Sambalpur  
Consumer No-4132-2302-1054

**COMPLAINANT**

**VRS**

SDO(Electrical), Kuchinda, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Ashok Kumar Majhi on behalf of Anjali Majhi 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 4132-2302-1054, having CD-0.50 KW under LT-Domestic category, coming under ESO-Bamra & initial power supply effected on 27.11.2019. 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 1<sup>st</sup> energy raised in April-2020 with initial meter installed bearing meter SL No." 3488086" to record consumption.
2. It was noticed that abnormal bill charged with "2220" units on actual basis during Aug-2024 billing as per consumption recorded in above mentioned meter, amounting Rs. 13675.68/-.
3. That, the above-mentioned meter has been continuing with last actual reading of kwh" 8625", recorded upto Jan-2026 billing.

President  
Grievance Redressal Forum  
TPWODL, Burla - 763017

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 accumulated consumption of "6795" units recorded upto Aug-2024 billing are to be recasted on actual monthly average basis, recorded in meter SL.No." 3488086", 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." 3488086" to Aug-2024 billing, on actual monthly average basis, considering initial reading as on the date/month of installation of the same and final reading as kwh" 6795" as in Aug-2024 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 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**

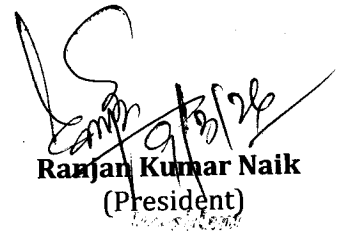
Final Order (GRF Case No. BRL/98/2026)



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

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

Page 3 of 4



**Ranjan Kumar Naik**  
(President)  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: -**

1. Anjali Majhi, C/O- Ashok Kumar Majhi, Sisal Firm Pada, Bamra, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/98/2026)