

**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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 331 (4)

Date: 8/08/25

Present:

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

1	Case No.	BRL/276/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Late Sapneswar Panda (Consumer) C/o-Narendra Kumar Panda At-Purunabasti, Po-K.M Road Dist-Jharsuguda-768202		4131-2106-0228	9437400618																																
3	Respondent/s	SDO (Elect), Jharsuguda-I			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	10.07.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	07.08.2025																																			
9	Date of Order	8/08/25																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

President
 Grievance Redressal Forum
 TPWODL, Burla - 768017



Appeared

For the Complainant- Late Sapneswar Panda
Represented by Narendra Kumar Panda (Son)

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

GRF Case No- BRL/276/2025

Late Sapneswar Panda
C/O-Narendra Kumar Panda
At-Purunabasti
Po-K.M Road
Dist-Jharsuguda
Consumer No-4131-2106-0228

VRS

SDO(Elect),Jharsuguda-I, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Narendra Kumar Panda on behalf of Late Sapneswar Panda appeared in the hearing on Dt. 07.08.2025 at the camp held at SDO Office-II, JED, Jharsuguda. The complaint petition filed in the name of Late Sri Sapneswar Panda, represented by Sri Narendra Kumar Panda, disputed about wrong charging of provisional/average bills since the year 2015, despite the house has been deserted since the year 2015 & no meter has been available and no power supply has been availed since then. Hence, the Complainant prayed before the Forum to direct the Opposite Party to waive out all the energy bills charged till date & resolve the billing disputes in an efficacious manner

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted only the approved bill revision statement carried out as per GRF CC No.-BRL/138/2024.

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 4131-2106-0228, having CD-2.00KW under LT-Domestic category, coming under ESO-JED-1 & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The Forum observed from the records that the complainant had earlier approached before the Forum initially filed on 16.02.2024 with the same complaint petition, as further filed on 10.07.2025, requiring the same cause of action for disposal of grievances. Based on the available records and merit of the case, the Forum passed an order vide GRF Order No.GRF/Burla/Div./JED/(Final Order)/15121(4), GRF CC No.BRL/138/2024, dated 29.02.2024, with a direction to the Opposite Party to revise the bills from July-2015 to August-2017, by recasting the actual consumption recorded in meter SL. No."1090024".


President
Redressal Forum
No - 768017

2. 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 Rs. 26753.78/- was credited back (withdrawn from) to the consumer account on 31-03-2024, as per bill revision carried out by the Opposite Party (for the period from July-2015 to August-2017) in obedience to GRF CC No.- BRL/138/2024.
3. That, the Opposite Party has also revised the energy bills from June-2012 to June-2015 & Rs. 34021.51/- was credited back (withdrawn from) to the consumer account on 14-07-2025.
4. That, the initial order passed on 29.02.2024 depicted an advisory that, if the complainant is aggrieved either by the order or due to non-implementation of the order of the GRF, he/she is at liberty to make representation to the Ombudsman-II, Bhubansewar, within 30 days from the date of the order of GRF.
5. Since, the complainant has approached this Forum afresh with the same cause of action, without making representation before the Ombudsman-II, the Forum is at constraint to pass the order accordingly. However, the Complainant is advised to approach the appropriate authority as deemed fit.

The instant case is hereby dismissed.

Accordingly, the case is disposed of.


S. Tripathy
Member (Finance)
Member


Ranjan Kumar Naik
(President)
President

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Late Sapneswar Panda, C/O-Narendra Kumar Panda, At-Purunabasti, Po- K.M Road Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Jharsuguda-I, 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/276/2025)