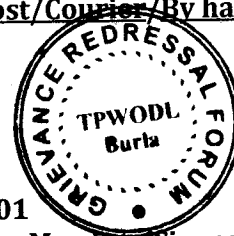


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/SED/ (Final Order)/

438(4)

Date: 31/10/25

Present:

Sri Ranjan Kumar Naik, President

Sri Sudhir Kumar Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/446/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Susree Jayshree Dash C/o-Prasanta Kumar Nanda At/Po-Modipara, Near P.K.Park Dist-Sambalpur		4117-2213-0811	9437219953/ 7978152559																																
3	Respondent/s	EE (Elect), SED, TPWODL, Sambalpur		Division S.E.D, TPWODL, Sambalpur																																	
4	Date of Application	18.10.2025																																			
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																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	18.10.2025																																			
9	Date of Order	28.10.25																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017.

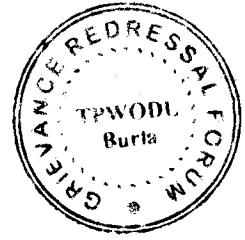
Place of Camp: ESO Office, RE Section, Ainthapali, TPWODL, Sambalpur

Appeared

For the Complainant- Susree Jayashree Dash

Represented by Prasanta Kumar Nanda

For the Respondent - SDO(Electrical) Ainthapali, TPWODL, Sambalpur



GRF Case No- BRL/446/2025

Susree Jayashree Dash

C/o-Prasanta Kumar Nanda

At/Po-Modipara, Near P.K.Park

Dist-Sambalpur

Consumer No-4117-2213-0811

VRS

SDO(Electrical) Ainthapali, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

ORDER

The complainant Smt. Susree Jayashree Dash represented by Sri Prasanta Kumar Nanda appeared in the camp hearing at ESO-RE Section, Ainthapali dtd. 18.10.2025. The Complainant filed the petition disputed about the following facts which are mentioned below that:-

1. In Jan'2021, the meter reading personnel of the Opposite Party noticed a non-functioning meter and advised the complainant to report the matter to the office. The complainant duly lodged a complaint, after which the Opposite Party assured that a new meter would be installed. Subsequently, a new meter was installed after some time and since then, the complainant has been paying all bills regularly.
2. That, despite the lapse of approximately three years since the installation of the new meter, the Opposite Party never raised any issue of arrears or pending dues. The sudden demand for Rs 24,737.06, without any prior indication of arrears in previous bills is arbitrary, illegal and violation of the complainant's rights as a consumer.
3. That, the complainant has never defaulted in making bill payments and there has never been any arrear amount reflected in the bills before Jan'2025. The demand of Rs 24,737.06/- is therefore unjustified, illegal, and liable to be quashed.

The Complainant prayed before the Forum to resolve the grievance petition as fit & proper in the interest of justice that,

1. To declare the electricity bill for Jan'2025 amounting to Rs 24737.06/- as illegal, unjustified, and unsustainable.
2. To direct the Opposite Party to issue a revised a bill in accordance with the regular monthly consumption pattern of the Complainant.
3. To restrain the Opposite Party from taking any coercive action against the complainant such as disconnection of electricity based on the impugned bill.
4. To direct the Opposite Party to issue a letter confirming that there are no pending dues against the complainant.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

On examining the billing records regarding abnormal additional charging of Rs 24,737.06/- in Jan'2025, as objected by the complainant, the Forum gone through the records and found the average bills charged from Aug'2021 to Jun'2023 were revised by the Opposite Party as Regulation-155 of OERC Distribution (Conditions of Supply) Code,2019, considering the actual monthly average consumption recorded in subsequent meter no.-TWSP51009871"that was installed on 18.08.2023. The Opposite Party has raised additionally of Rs 24354.95/- as per above revision carried out, effected in billing on 17.02.2025. The Forum construed that the above additional bill as charged by the Opposite Party is found to be legitimately charged as per regulations in force. Hence, there found to be no further scope for revision of previous bills. However, the complainant is advised to approach the Opposite Party for suitable instalments that may be allowed to the complainant upon request.

Hence, the instant case is hereby dismissed devoid of any merit.

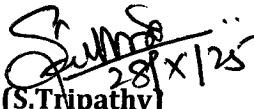
Accordingly, the case is disposed of.



(S.K.Dora)

(Co-Opted Member)
Co-opted Member

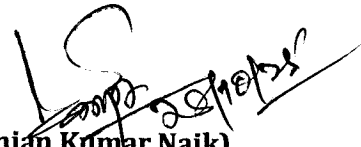
Grievance Redressal Forum
TPWODL, Burla - 768017



(S.Tripathy)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



(Ranjan Kumar Naik)

(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to :-

1. Susree Jayashree Dash, C/o-Prasanta Kumar Nanda, At/Po-Modipara, Near P.K.Park, Dist-Sambalpur
1. Sub-Divisional Officer (Elect.) Ainthapali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
2. Executive Engineer (Elect.), SED, TPWODL, Sambalpur.
3. 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/446/2025)