

**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)/ 510(4)

Date: 29.11.25

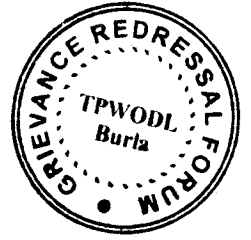
**Present:**

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

1	Case No.	BRL/503/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Alekha Bagarty At/Po- Tangarpali,Dhama, Dist-Sambalpur	4162-3310-0409	9337665864	
3	Respondent/s	SDO (Elect) Dhanupali, TPWODL,Sambalpur		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	19.11.2025			
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	19.11.2025			
9	Date of Order	29.11.25			
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, Dhama, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Alekha Bagarty

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

**GRF Case No- BRL/503/2025**

Alekha Bagarty

At/Po- Tangarpali, Dhama,

Dist- Sambalpur.

Consumer No.-4162-3310-0409

**VRS**

(1) SDO(Elect.), Dhanupali, TPWODL, Sambalpur

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Alekha Bagarty, appeared in the Camp Court hearing held at ESO Office Dhama, under SDO-Dhanupali, on Dt. 19.11.2025. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has raised objection 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

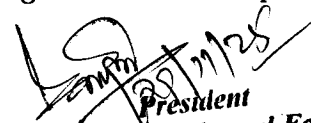
**SUBMISSION OF OPPOSITE PARTY**

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 4162-3310-0409, having CD-0.11KW under LT-Domestic category, coming under ESO- Dhama & initial power supply effected on 05.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft records (FG & Samadhan App) that actual bill was raised upto the reading of KWH-"3689", recorded in meter SL.No." WESCO9097416", in Nov-2016 billing. Then, Provisional bills continued to charge from Dec/Jan-2017 to July-2019, as no meter readings were advanced in the afore mentioned meter.
- 2) The records indicated that a new meter bearing SL.No." LW222236" was installed on 04-Jan-2019, updated later in billing Sept-2019 billing, replacing the old meter No." WESCO9097416". Actual bills continued to charge upto Nov-2023.
- 3) That, another new meter bearing SL.No." TWB631050" was installed on 09-Apr-2024, replacing the old meter No."LW222236". Actual bills have been charged thereafter as per actual advanced consumption recorded in above mentioned meter.

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

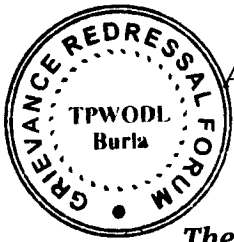
- 4) That, the Opposite Party has already revised the energy bill charged in March-2024 & Rs.11.09/- was debited (added) to the consumer account on 21-05-2024.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged limited up to & including two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) prior to installation of meter SL. No." LW222236" i.e. from August-2017 to July-2019 are to be revised by the Opposite Party, based on actual monthly average consumption recorded in meter No." LW222236".

### **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 energy bills charged from August-2017 to July-2019, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW222236", 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.




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 December-2025) from the date of issue of this order.**

  
**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) Alekha Bagarty, At/Po- Tangarpali, Dhama, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.), Dhanupali, TPWODL 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/503/2025)

