

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.0663-2999601Bench: Ranjan Kumar Naik, President, S.K.Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/SED/ (Final Order)/ 505(4)

Date: 28.11.25

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri Sovan Tripathy Member(Finance)

1	Case No.	BRL/509/2025				
2	Complainant/s	Name & Address	Consumer No	Contact No.		
		Sri Niranjan Sarangi At/Po- Sanatikira,Gosala, Dist-Sambalpur	4118-3303-0215	9437120632		
3	Respondent/s	SDO (Elect) Hirakud, TPWODL,Sambalpur	Division S.E.D, TPWODL, Sambalpur			
4	Date of Application	21.11.2025				
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	21.11.2025				
9	Date of Order	28.11.2025				
10	Order in favour of	Complainant	Respondent	Others	✓	
11	Details of Compensation awarded, if any.	NIL				

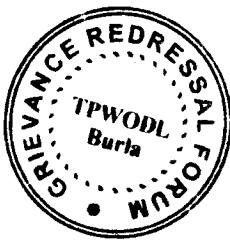
President

Place of Camp: ESO Office, Gosala, TPWODL, Sambalpur.

Appeared

For the Complainant- Niranjan Sarangi

For the Respondent - SDO(Elect.), Hirakud, TPWODL.



GRF Case No- BRL/509/2025

Niranjan Sarangi
At/Po- Sanatikira, Gosala,
Dist- Sambalpur.
Consumer No.-4118-3303-0215

COMPLAINANT

VRS
(1) SDO(Elect.), Hirakud, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Niranjan Sarangi, appeared in the Camp Court hearing held at Gosala, under ESO Office Gosala, on Dt. 21.11.2025. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has raised objection regarding abnormal energy bills charged previously from July-2012 to Jan/February-2014.
- 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 has not submitted 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 4118-3303-0215, having CD-3.80KW under LT-Domestic category, coming under ESO- Gosala & 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,

That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from records that a GRF Order was passed earlier on 22.07.2022 vide CC No. BRL/297/2022, directing the Opposite Party to revise the bills from February-2009 to Aug-2010 & from Aug-2012 to April-2014. It was learnt that the Opposite Party has already acted upon the grievances & revised the energy bills charged respectively from February-2009 to Aug-2010 with debit sundry(addition of) of Rs.1930.78/- & the provisional/average bills charged from Aug-2012 to April-2014 revised with credit sundry(deduction of) of Rs.70,507.20/-, with net credit effect of Rs.68,576.42/- adjusted on 11-01-2023.

The Forum on scrutinizing the records, reports available on record construed that the above bill revision carried out by the Opposite Party were found to be genuinely assessed as per regulations in force and hence, the complaint filed by the complainant is already resolved.

The instant case is hereby dismissed.

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) Niranjan Sarangi, At/Po- Sanatikira,Gosala,Dist- Sambalpur-768212

(2) Sub-Divisional Officer (Elect.), Hirakud,TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.

(3) Executive Engineer (Elect.), SED, 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:Bhoiagar, 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/509/2025)

