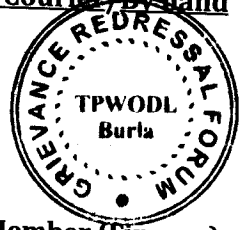


Grievance Redressal Forum

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/JED/ (Final Order)/ 514(4)

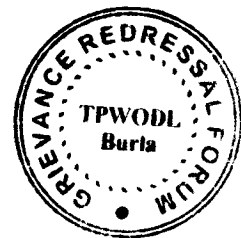
Date: 29.11.25

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

1	Case No.	BRL/517/2025																																			
2	Complainant/s	Name & Address Sasmita Suhula At-Pokhrasali, Po-Maldihi Dist-Jharsuguda		Consumer No 4135-2407-1608	Contact No. 7681086170																																
3	Respondent/s	SDO (Elect), JSG-II			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	25.11.2025																																			
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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8	Date(s) of Hearing	25.11.2025																																			
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



Appeared

For the Complainant- Sasmita Suhula

For the Respondent - SDO(Electrical),JSG-II, TPWODL.

GRF Case No- BRL/517/2025

Sasmita Suhula

At-Pokhrasali, Po-Maldihi, Ps-Laikera

Dist-Jharsuguda

Consumer No-4135-2407-1608

VRS

SDO(Electrical), JSG-II, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sasmita Suhula appeared in the hearing on Dt. 25.11.2025 at the camp held at ESO Office, Laikera. The complainant submitted during course of hearing in brief as follows:

1. To revise the abnormal/excess bill charged suddenly in July/August-2025.

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 4135-2407-1608, having CD-0.02KW under LT-Domestic category, coming under ESO-R.N Pali & initial power supply effected on 08.07.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The initial date of power supply is 08/07/2010 with installed meter no. "4775291".
2. With meter no. "4775291", actual billing continued up to Dec-Jan/2018. From Feb-Mar/2018, provisional/average bill continued up to July-August/2021.
3. A new meter having sl. no. "LW655081", was installed on 15/09/2021 and actual bill continued up to August-2025.
4. During the month 06/2025 to 08/2025, suppress units were billed '849', '2006' and '860' units respectively.
5. Again, a new meter having sl. no. "TWSP51280701" was installed 03/09/2025 and actual billing is continuing till date.

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

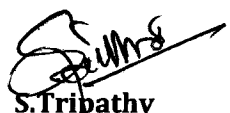
President

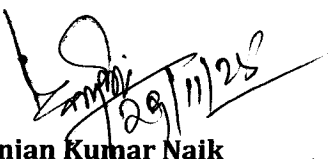
1. The Opposite Party is directed to recast the energy bills charged from September-2021 to August-2025 as per actual consumption recorded in meter, taking IMR as "0" on September-2021 and FMR as '8978' KWh on August-2025 (considering the last reading '8658' KWh with meter no "LW655081" and '320' units billed with new meter no "TWSP51280701" in the month of August-2025), 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 revise the average bills From September-2019 to August-2021, taking subsequent six months actual monthly average consumption of meter installed on 10/09/2021 bearing sl no "LW655081", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
3. 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.
4. 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)
Grievance Redressal Forum
TPWODL, Burla - 768017
 Copy to: -


S. Tripathy
 Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
 (President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sasmita Suhula, At-Pokhrasali, Po-Maldihi, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) JSG-II, 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/517/2025)