

**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, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/JED/ (Final Order)/ 540(4)

Date: 06.12.25

Present:

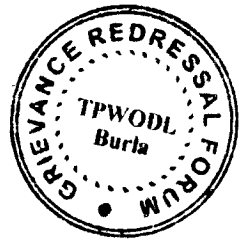
**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/513/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kasturi Mohananda C/O-Hiraram Mohananda At/Po-Naxapali, Ps-Laikera Dist-Jharsuguda		4135-2801-0457	
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-	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	25.11.2025			
9	Date of Order	06.12.2025			
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, Laikera



Appeared

For the Complainant- Kasturi Mohananda
Represented by Hiraram Mohananda

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

GRF Case No- BRL/513/2025

Kasturi Mohananda
C/O-Hiraram Mohananda
At/Po-Naxapali, Ps-Laikera
Dist-Jharsuguda
Consumer No-4135-2801-0457

VRS

SDO(Electrical), JSG-II, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Hiraram Mohananda on behalf of Kasturi Mohananda appeared in the hearing on Dt. 25.11.2025 at the camp held at ESO Office, Laikera. The Complainant filed the petition before the Hon'ble Forum, that the consumer had energy connection under the scheme of "KUTIR JYOTI" and after changing a new meter the consumer found rise in her bill and prayed to resolve the Bill dispute but failed to submit the period & nature of dispute.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit 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 4135-2801-0457, having CD-1KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 09.09.2011. 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 licensee's soft records (FG & Samadhan App) that that actual energy bill was raised in April-2017, considering the current reading of kwh"000 298 ", as per meter No." 5240409" installed at site.
2. Thereafter, provisional/average bills continuously charged from May-2017 to January-2021 on different units from time to time.
3. That, the power supply remained disconnected from 21.02.2021 to 02.09.2024 & later, reconnected on 03.09.2024.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

4. Subsequently, a new meter bearing SL.No." TWSP51248127" was installed on 22-Feb-2025 & Feb-2025 bill was charged with "1359" units, considering the old meter final consumption of "001061" units (i.e. (kwh-1345) - (kwh-298)) & new meter advanced consumption of "0000 14" units for the month.
5. The complainant on hearing to the case admitted on record that no power supply was disconnected in earlier occasions.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from May-2017 to February-2025 on the basis of recasting the total advanced consumption recorded in both old & new meter, so as to extend fair & reasonable justice to the complainant consumer.

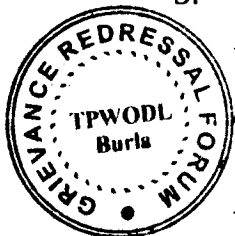
ORDER

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 May-2017 to February-2025, on the basis of recasting the total accumulated consumption recorded in old meter No." 5240409"& new meter No." TWSP51248127" i.e. "1061" units on actual monthly average basis (old meter consumption(kwh-1345) - (kwh-298) + new meter consumption of "000014" units), 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 January-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
Final Order (GRF) Case No. BRD/513/2025
TPWODL, Burla - 768017

S. Tripathy
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

Ranjan Kumar Naik
Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Kasturi Mohananda, C/O-Hiraram Mohananda, At/Po-Naxapali, Ps-Laikera, 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/513/2025)

