

## 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

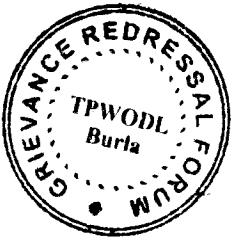
Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/JED/ (Final Order)/ 539(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/514/2025					
2	Complainant/s	Name & Address		Consumer No			
		Kishor Kisan At-Talmunda, Po-Pakel Pada, Ps-Laikera Dist-Jharsuguda		4135-2806-2042	7749056818		
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	06.12.25					
10	Order in favour of	Complainant	✓	Respondent	Others		
11	Details of Compensation awarded, if any.	NIL					



Place of Camp: ESO Office, Laikera

**Appeared**

For the Complainant- Kishor Kisan

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

**GRF Case No- BRL/514/2025**

Kishor Kisan

**COMPLAINANT**

At-Talmunda, Po-Pakel Pada, Ps-Laikera

Dist-Jharsuguda

Consumer No-4135-2806-2042

**VRS**

SDO(Electrical), JSG-II, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Kishor Kisan 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. The complainant has raised objection regarding abnormal energy bills charged previously 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 4135-2806-2042, having CD-1KW under LT-Domestic category, coming under ESO-Laikera & initial power supply effected on 26.06.2018. 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 1st energy bill was raised in Aug-2018 without any initial meter installed at site.
2. That, provisional/average bills continuously charged from Aug-2018 to Aug-2023.
3. That, a new meter bearing SL.No." TWSP51076953" was installed on 29-Nov-2023. No monthly bills were charged from Feb-2023 to Oct-2024. Thereafter, actual bills continued to charge till last billing.

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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 new meter SL. No." TWSP51076953" i.e. from September-2021 to August-2023 are to be revised by the Opposite Party, based on succeeding twelve months actual monthly average consumption recorded in above 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 September-2021 to August-2023, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." TWSP51076953", 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.***



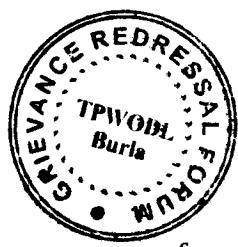
S.K Dora  
(Co-Opted Member)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



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. Kishor Kisan, At-Talmunda, Po-Pakel Pada, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/514/2025)