

**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)/ 564(4)

Date: 31-12-25

Present:

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

| | | | | | |
|----|--|--|----------------|--|--------|
| 1 | Case No. | BRL/520/2025 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Gurubari Kisan At-Jalei, Jarda, Dist-Sambalpur | 4132-3508-0065 | 934828388 | |
| 3 | Respondent/s | S.D.O (Elect), Kuchinda | | Division J.E.D, TPWODL, Jharsuguda | |
| 4 | Date of Application | 03.12.2025 | | | |
| 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 | 03.12.2025 | | | |
| 9 | Date of Order | 31/12/25 | | | |
| 10 | Order in favour of | Complainant | ✓ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

Place of Camp: ESO Office, Kusumi

Appeared

For the Complainant- Gurubari Kisan

For the Respondent - SDO(Electrical),Kuchinda, TPWODL.

GRF Case No- BRL/520/2025

COMPLAINANT

Gurubari Kisan

At-Jalei, Jarda,

Dist-Sambalpur

Consumer No-4132-3508-0065

OPPOSITE PARTY

VRS

SDO(Electrical), Kuchinda, TPWODL.

GIST OF THE CASE

Gurubari Kisan appeared in the hearing on Dt. 03.12.2025 at the camp held at ESO Office, Kusumi. The complainant submitted during course of hearing in brief as follows:

1. To revise the abnormal/excess bill charged suddenly in August-2022.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from June-2017 to Oct-2025, a Physical Verification Report carried out on 12.12.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Consumer availing power supply through meter no '602739' upto Sept-2018 with CMR '1400'.
2. After which, billings were done on provisional basis from Oct-2018 to July-2020, and in the billing month Aug-2020 meter reader had wrongly punched meter reading as '1' for which '8601' unit of bill was made.
3. Again, in Sept-2020 actual reading punched as '1449' and meter reading is rectified by the meter reader with the same meter no '602739'.
4. The Opposite Party suggested that bill made from Oct-2018 to Sept-2020 may be revised by considering the meter reading as IMR '1440' (Oct-2018) and CMR '1449' (Sept-2020) as per meter no 602739.

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 4132-3508-0065, having CD-0.01KW under LT-Domestic category, coming under ESO-Kusumi & initial power supply effected on 01.05.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The date of initial power supply is 01/05/2012 with installed meter no. 602739.
2. With meter no. 576050, actual billing continued up to August-2021. Due to wrong punching of meter status by meter reader as 'R-code' in the month of August-2020, round complete bill of 8601 units was generated which is totally absurd, looking into the previous and after wards consumption patten excluding the month of abnormal billing.
3. Average bills were generated from September-2021 to October-2022 due to meter brunt.
4. Again, a new meter having sl. no. TPWODL1086205 was installed 11/09/2022 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

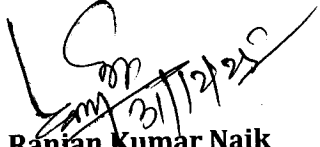
1. *The Opposite Party is directed to recast the EC bill from October-2018 to September-2020, on the basis of actual monthly average consumption recorded in the meter SL.No."602739", taking IMR as "1400"kwh on October-2018 and FMR as '1449'kwh on September-2020, duly adjusting the bill revision made 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, duly considering the applicable tariff during the period, considering 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. Gurubari Kisan, At-Jalei, Jarda, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, 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/520/2025)

