

Grievance Redressal Forum

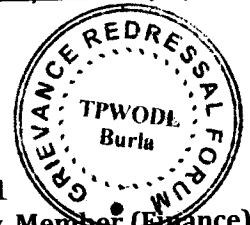
TPWODL, BURLA

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)/ 565(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/521/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Mahipal Chunia At-Phatanagar, Po-Bankey, Dist-Sambalpur		4132-3503-1103	7327898563																																
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-	<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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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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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- Mahipal Chunia

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

GRF Case No- BRL/521/2025

Mahipal Chunia
At-Phatanagar, Po-Bankey,
Dist-Sambalpur
Consumer No-4132-3503-1103

VRS

SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Mahipal Chunia 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-2021, May-2025 and June-2025.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from May-2014 to Mar-2024, 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. That, meter no "LW341442" installed on 31.12.2019 and upto Aug-2021 bill made by tabular meter reading with CMR '2394' unit.
2. Then, meter no "WLT22722" installed on Dt.30.10.2021 and from Oct-2021 to May-2025 bill made with average and actual reading with CMR '5215' (May-2025).
3. In the billing month May-2025 bill made with high unit of '2939' unit. For the billing month June-2025 bill made on average basis.
4. Again, meter no "TWST15127251" installed on Dt.18.07.2025 and after that billing made with actual basis till date.
5. The Opposite Party suggested that, bill may be revised by spreading the actual consumption of meter no "LW341442" with IMR '0' (Jan-2020) & CMR '2394' (Aug-2021) & spreading the actual consumption units of meter no "WLT22722" with IMR '396' (May-2022) and CMR '5215' (May-2025) & for the billing month of June-2025 bill may be revised by taking the average of consecutive six months actual reading of present meter no "TWST15127251".

OBSERVATION

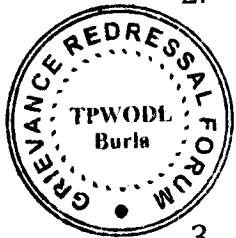
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4132-3503-1103, having CD-0.04KW under LT-Domestic category, coming under ESO-Kusumi & initial power supply effected on 12.04.2013. 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 12/04/2013 with installed meter no. 576050.
2. With meter no. 576050, actual billing continued up to November-2019. For December-2019, provisional bill was raised.
3. A new meter having sl. no. LW341442, was installed on 31/12/2019 and actual bills were continued up to August-2021 with suppress units of 743 was billed on August-2021.
4. Again, a new meter having sl. no. WLT227222, was installed on 30/10/2021. The average bills, raised during October-2021 to March-2022, were revised due to delay meter updating on 27/04/2022 with 'DR' sundry of Rs 767.52. Then actual bill continued from April-2022 to May-2025 and suppress units of 2939 was billed on May-2021.
5. Average bill was raised for 1276 units due to meter defective in the month of June-2025.
6. Again, a new meter having sl. no. TWST15127251 was installed 18/07/2025 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

1. The Opposite Party is directed to recast the EC bill from January-2020 to August-2021, taking IMR as "0" on August-2020 and FMR as '2394' on August-2021 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 recast the EC bill from April-2022 to May-2025, considering actual monthly average consumption recorded in the meter, taking IMR as "257" kwh on April-2022 and FMR as '5215' kwh on May-2025, 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 revise the average bill for June-2025 taking subsequent six months actual monthly average consumption of meter installed on 18/07/2025, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.



[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017


4. 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.
5. 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 two month (by the end of February-2026) from the date of issue of this order.


S.K Dora
 (Co-Opted Member)

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. Mahipal Chunia, At-Phatanagar, Po-Bankey, 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/521/2025)

