

**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)/ 566 (4)

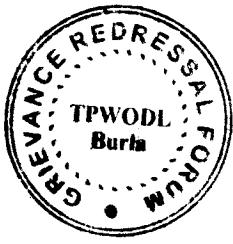
Date: 31-12-25

Present:

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

1	Case No.	BRL/522/2025					
2	Complainant/s	Name & Address		Consumer No			
		Mukunda Ku Gupta At-Jorda, Bonai, Dist-Sundergarh		8147-1130-1536	Contact No.		
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- Mukunda Ku Gupta

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

GRF Case No- BRL/522/2025

COMPLAINANT

Mukunda Ku Gupta
At-Jorda, Bonai,
Dist-Sundergarh
Consumer No-8147-1130-1536
VRS
SDO(Electrical), Kuchinda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Mukunda Ku Gupta 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 average bill charged from August-2021, May-2016 and July-2025.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit a Physical Verification Report carried out on 03.12.25 & photo of meter 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 8147-1130-1536, having CD-0.50KW under LT-General Purpose <110 KVA category, coming under ESO-Kusumi & initial power supply effected on 13.05.2016. 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 13/05/2016 with installed meter no. WUS06991.
2. The meter WUS06991 was installed since date of initial power supply and continuing till date working properly.
3. Due to wrong meter status punched by meter reader as glass broken, average bills were generated from date of power supply to June-2024.
4. Bill revision was done from November-2023 to July-2024 with a debit sundry of Rs 2487.16 on date 13/08/2024.
5. In the month of July-2024, a bill amounting to Rs 4056.08 was generated for "545" units.
6. To equalise all the anomaly noted above, EC bill needs to be re-casted from date of power supply to July-2024.

ORDER

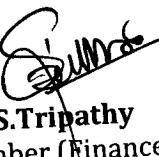
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

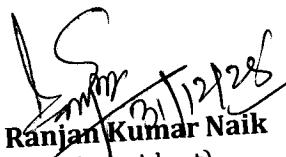
1. *The Opposite Party is directed to recast the EC bill from the date of installation of meter having sl. no. "WUS0699" to July-2024, taking IMR as "000000"kwh and FMR as '1634'kwh on July-2024, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
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

1. Mukunda Ku Gupta, At-Jorda, Bonai, Dist-Sundergarh
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/522/2025)

