

**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)/ 590(4)

Date: 31.12.25

Present:

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

1	Case No.	BRL/531/2025				
2	Complainant/s	Name & Address		Consumer No		
		Ratan Meher C/o- Sanatan Meher At/Po- Ward no.18,D'Souza Colony, Dist-Jharsuguda.		4135-1203-0873	9437881588	
3	Respondent/s	S.D.O (Elect)-II, Jharsuguda,TPWODL		Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	09.12.2025				
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	09.12.2025				
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: SDO-II Office, TPWODL ,Jharsuguda



Appeared

For the Complainant- Ratan Meher

For the Respondent - SDO(Elect.)-II, Jharsuguda,TPWODL.

GRF Case No- BRL/531/2025

Ratan Meher

C/o-Sanatan Meher

At/Po- Ward no.18,D'Souza Colony,

Dist-Jharsuguda

Consumer No-4135-1203-0873

VRS

SDO(Elect.)-II, Jharsuguda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Sanatan Meher on behalf of Ratan Meher appeared in the Camp Court hearing held at SDO-II Office, Jharsuguda under ESO-Jhanda Chowk, on Dt. 09.12.2025. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant the complainant has been operating a tea shop with LT-General Purpose supply & has raised objection regarding abnormal energy bills charged previously but failed to submit the period & nature of dispute.
- 2) To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted 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 4135-1203-0873, having CD-2KW under LT-General Purpose<110KVA category, coming under ESO- Jhanda Chowk & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) On examining the case in detail, the Forum observed from the licensee's available soft records (FG & Samadhan App) that November-2009 bill charged on actual basis as per consumption recorded in meter SL.No."WESCO205188".However, provisional/average bills continuously raised thereafter from December-2009 to November-2022 on different units from time to time, as no advanced meter readings were recorded for billing.
- 2) That, a new meter bearing SL.No." LW533201" was installed on 07-Oct-2021, replacing the old defective meter No."WESCO205188".
- 3) That, the power supply was disconnected on 04-May-2023 & reconnected on 18-Jun-2025.


Member
Grievance Redressal Forum
TPWODL, Burla - 768017

4) It was observed from records that provisional/average bills charged fifteen months prior to the date installation of meter No." LW533201" i.e. from September-2021 to November-2022 were already revised by the Opposite Party, based on actual monthly average consumption recorded in above meter and Rs. 37232.66/- were credited back to (deducted from) the consumer account on 17-01-2023.

The Forum is of the considered opinion that provisional/average energy bills charged for the remaining period i.e. from January-2021 to August-2021, limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW533201" as already derived in previous bill revision carried out for the period from September-2021 to November-2022, to redress the grievances accordingly.

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

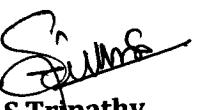
1. *The Opposite Party is directed to revise the energy bills charged from January-2021 to August-2021, on the basis of actual monthly average consumption as derived in previous bill revision already carried out for the period from September-2021 to November-2022, as per consumption recorded in meter SL. No." LW533201", from the date/month of installation of the same, 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, 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 Jan-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

Copy to: -

1. Sanatan Meher, C/o- Ratan Meher, At/Po- Ward no.18,D'Souza Colony,Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, 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/531/2025)

