

Grievance Redressal Forum

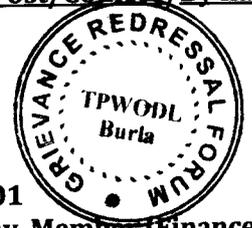
TPWODL, BURLA

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)/ 21(4)

Date: 31.01.2026

Present:

Sri Ranjan Kumar Naik, President

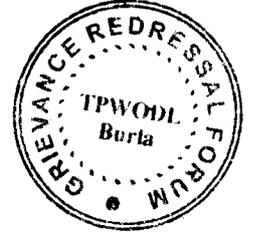
Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/03/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kulamani Patel At/Po- Baladmal, Via-Kesaibahal, Dist-Sambalpur-768228.		4130-0103-4358	7894338209
3	Respondent/s	EE (Elect) JED, TPWODL Jharsuguda,			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	07.01.2026			
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	07.01.2026			
9	Date of Order	31/01/26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


 Ranjan Kumar Naik
 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: SDO Office, Kuchinda, TPWODL ,Jharsuguda



Appeared

For the Complainant- Kulamani Patel

For the Respondent - EE(Elect.) JED, TPWODL,Jharsuguda.

GRF Case No- BRL/03/2026

Kulamani Patel

At/Po- Baladmal,

Via-Kesaibahal,

Dist-Sambalpur-768228

Consumer No-4130-0103-4358

VRS

EE(Elect.) JED, TPWODL,Jharsuguda.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Kulamani Patel appeared in the Camp Court hearing held at SDO Office, Kuchinda, Jharsuguda under ESO-II, Kuchinda on Dt. 07.01.2026. The complainant submitted during course of hearing in brief as follows:

- 1) That bills for no-supply period may be revised, which enables consumer to pay the arrear dues.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the ledger copy for the period from Nov'2017 to Dec'2025, Physical Verification report carried out on 15.01.2026 and written version on 27.01.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. It is found that bill was made with average billing basis upto Apr'22.
2. A new meter no."TPU39242" installed in consumer premises on 25.05.22.
3. So, the average billing from May'20 to Apr'22 may be revised by taking the average of consecutive six months actual billing of meter no."TPU39242".

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 4130-0103-4358, having CD-2.25KW under LT- IRRIGATION PUMPING AND AGRICULTURE category, coming under ESO-II,Kuchinda & initial power supply effected on 15.09.2017. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

The date of initial power supply is 11/09/2017 with no meter installed.

- 1) Average bills were generated @270 units/month from date of power supply to April-2022.
- 2) A meter having sl. no. 'TPU39242' was installed on 25/05/2022 and actual bills continued up to August-2025. From Sept-2025 to November-2025, average bills were generated due to meter defective.

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

- 3) Again, a meter having sl. no. "TWSC59056180" was installed on 02/01/2026 and actual bills are continued till date.
- 4) A bill revision was done from October-2022 (25/05/2022) to May-2024 (21/06/2024) with credit sundry of Rs 5057.09/- due to delay meter updating in system.
- 5) The average bills generated prior to installation of meter having sl.no. "TPU39242" needs to be revised to mitigate the consumer's complain.

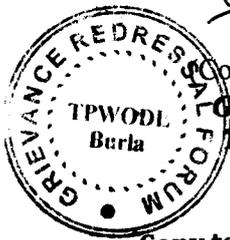
ORDER

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 EC bill from May-2020 to April-2022, as per the average consumption arrived out in accordance to the bill revision done on 24/06/2024 (for the already revised period from Oct'2022 to May'2024) in the system, 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 Feb-2026) from the date of issue of this order.



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

(Signature)
S.Tripathy
 Member (Finance)
 Grievance Redressal Forum
 TPWODL, Burla - 768017

(Signature)
Ranjan Kumar Naik
 (President)
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Copy to :-

1. Kulamani Patel, At/Po- Baladmal, Via-Kesaibahal, Dist-Sambalpur-768228.
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, Jharsuguda 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/03/2026)