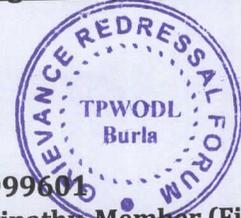


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 264

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/05/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Umesh Padhan At-Lassa, Po- Chanaguda, Dist-Sambalpur-768222.	4132-1108-0418	7978775820	
3	Respondent/s	SDO (Elect) Kuchinda, 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	31/01/2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President
31/01/26

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

Appeared

For the Complainant- Umesh Padhan

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



GRF Case No- BRL/05/2026

Umesh Padhan

At-Lassa,

Po- Chanaguda,

Dist-Sambalpur-768222.

Consumer No-4132-1108-0418

VRS

SDO(Elect.) Kuchinda, TPWODL, Jharsuguda.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

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

- 1) That provisional and average billing period may please 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 May'2014 to Dec'2025, Physical Verification report carried out on 27.01.2026 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 the monthly bills were made with tabular billing reading basis from May'2014 to Jan'2021 and Feb'2021 to Nov'2023 bills were made with provisional and average billing basis.
2. A new meter no."TWNX511767" installed in consumer premises on 09.12.2023.
3. So, the actual billing period from Date of Power supply i.e(27.05.2014) to Jan'21 may be revised by recasting the actual meter reading with IMR "0" Kwh on 27.05.2014 and CMR as "9118"Kwh in Jan'21. Again, provisional and average billing period from Dec'21 to Nov'2023 may be revised by taking the average of consecutive six months actual billing of meter no."TWNX511767."

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 4132-1108-0418, having CD-1KW under LT- Domestic category, coming under ESO-I, Kuchinda & initial power supply effected on 27.05.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

Grievance Redressal Forum
TPWODL, Burla - 768017

- 1) The date of initial power supply is 27/05/2014 with installed meter no. "232896"
- 2) Actual/provisional bills were raised from May/2014 to January-2021 without proper adjustment of provisional bills. From February-2021 to July-2023, average/provisional bills were raised due to meter defective.
- 3) A meter having sl. no. "TWNX511767" was installed on 09/12/2023 and actual bills are continuing till date.
- 4) The average bills generated prior to installation of meter having sl.no. "TWNX511767" needs to revise to mitigate the consumer's complain. Also, bills from 05/2014 to 01/2021 to be re-casted to extend slab benefit to the consumer.

ORDER

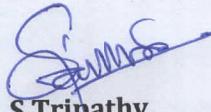
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to re-cast the EC bill from May-2014 to January-2021, taking IMR as '0'Kwh on date of installation of meter and CMR as '9118 'Kwh in Jan'2021 as recorded in meter no. "232896", 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 revise the EC bill from December-2021 to November-2023, taking subsequent six-month average consumption from the date of installation of meter having sl.no. "TWNX511767", 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 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.*
4. *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.

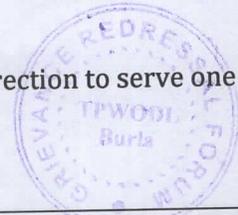

S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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. Umesh Padhan, At-Lassa, Po- Chanaguda, Dist-Sambalpur-768222.
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/05/2026)