

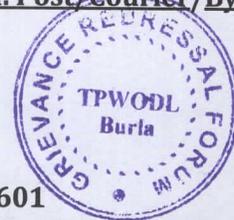
Grievance Redressal Forum

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)/40 (4)

Date: 19/02/2026

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

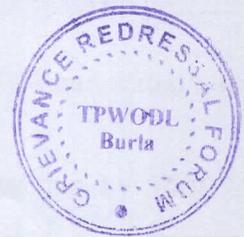
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/07/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Maguni Hansa C/o-Amrut Hansa At-Mahuldihi, Po- Kuchinda, Dist-Sambalpur.		4132-1108-0189	
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	19/02/2026			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

[Signature]
19/02/26
President

Grievance Redressal Forum
TPWODL, Burla - 768017

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



Appeared

For the Complainant- Maguni Hansa

Represented by Amrut Hansa

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

GRF Case No- BRL/07/2026

Maguni Hansa

C/o-Amrut Hansa

At-Mahuldihi,

Po- Kuchinda,

Dist-Sambalpur.

Consumer No-4132-1108-0189

VRS

SDO(Elect.) Kuchinda, TPWODL, Jharsuguda.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Amrut Hansa on behalf of Maguni Hansa appeared in the Camp Court hearing held at SDO Office, Kuchinda, Jharsuguda on Dt. 07.01.2026. The complainant submitted during course of hearing in brief as follows:

- 1) That old bills 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 Feb'2001 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 from Dec'08 to Dec'12 were made with provisional and tabular reading basis.
2. So, the billing period from Dec'08 to Sep'12 may be revised by recasting the actual meter reading with IMR "4199"Kwh (Dec'08) and CMR "5052"Kwh (Sep'2012).

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 4132-1108-0189, having CD-0.52KW under LT- Domestic category, coming under ESO-I, Kuchinda & 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) The date of initial power supply is 01/01/1990.
- 2) With a meter no "WESCO165050", average bills were generated up to July-Aug/2001 @144 units/month.
- 3) A meter having sl. no. "148738" was installed during Sept-Oct/2001 and actual bills continued up to Feb-Mar/2016. Then average bills generated from Apr-May/2016 to Dec-Jan/2019.
- 4) Again, a meter having sl. no. "LW175726" was installed on 17/02/2019 and actual bills are continued up to 12/07/2024 with due adjustment of provisional bills.

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- 5) Again, a meter having sl. no. "TWST1797611" was installed on 13/07/2024 and actual bills are continued till date.
- 6) Looking into above facts, consumer statement, written statement submitted by SDO(Elect.), Forum feels that bills from 12/2008 to 09/2010 & 08/2011 to 09/2012, needs to be re-casted 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

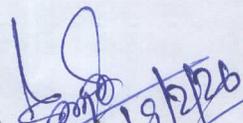
1. *The Opposite Party is directed to re-cast the EC bill from December-2008 to September-2010 taking IMR as '4199'Kwh on December-2008 and FMR as '4359'kwh on September-2010, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
2. *The Opposite Party is directed to re-cast the EC bill from August-2011 to December-2012 taking IMR as '4950'Kwh on August-2011 and FMR as '5052'Kwh on December-2012, 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 within 30 days from the issue of this Order, duly considering the applicable tariff during the period, considering 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 Mar-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. Maguni Hansa, C/o-Amrut Hansa, At-Mahuldihi, Po- Kuchinda, Dist-Sambalpur.
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/07/2026)