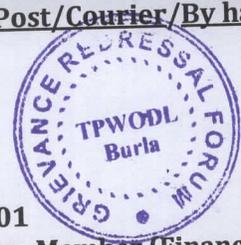


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/JED/ (Final Order)/ 28 (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/09/2026		
2	Complainant/s	Name & Address Bishnu Charan Kharsel At/Po-Ramtileimal, Paruabhadi, Via-Kuchinda, Dist-Sambalpur.	Consumer No 4132-1105-0690	Contact No.
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
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer
		7. Interruptions	X	8. Metering
		9. New Connection	X	10. Quality of Supply & GSOP
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations
		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		

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

Appeared

For the Complainant- Bishnu Charan Kharsel

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



COMPLAINANT

GRF Case No- BRL/09/2026

Bishnu Charan Kharsel

At/Po-Ramtileimal, Paruabhadi,

Via-Kuchinda,

Dist-Sambalpur.

Consumer No-4132-1105-0690

VRS

SDO(Elect.) Kuchinda, TPWODL, Jharsuguda.

OPPOSITE PARTY

GIST OF THE CASE

Sri Bishnu Charan Kharsel 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 excess 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 Jun'2017 to Dec'2025, Physical Verification report carried out on 28.01.2026 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 consumer was availing power supply from Jun'2015.
2. The provisional billing amount were not properly adjusted in the billing month Aug'2017.
3. The billing period from Jun'2015 to Aug'2017 revised by recasting the actual meter reading with IMR "0"Kwh (Jun'2015) and CMR "8353"Kwh (Aug'2017).

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 4132-1105-0690, having CD-0.50KW under LT- Domestic category, coming under ESO-I, Kuchinda & initial power supply effected on 01.06.2015. 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 01/06/2015 with installed meter no. "B580400".
- 2) First bill was generated in the month of June/2017 and accumulated reading was billed in July-Aug/2017 without considering the period from DOS. Then actual/provisional bills were continued up to Jan-Feb/2019.
- 3) A meter having sl. no. "LW211656" was installed on 04/02/2019 and actual bills are continuing till date.
- 4) The bill for accumulated reading generated in the month of July-Aug/2017 needs to re-cast to mitigate the consumer's complaint

ORDER

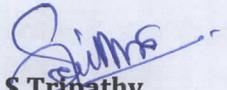
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

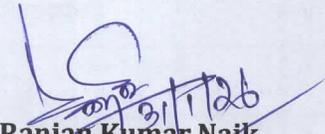
1. The Opposite Party is directed to re-cast the EC bill from date of power supply with IMR as '0'Kwh to Aug-2017 taking CMR as '8352'Kwh as recorded in meter no. "B580400", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
2. The Opposite Party is 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.


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. Bishnu Charan Kharsel, At/Po-Ramtileimal, Paruabhadi, Via-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/09/2026)