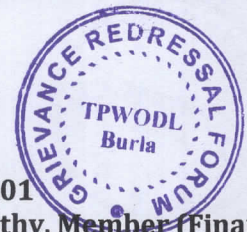


**Grievance Redressal Forum
TPWODL, BURLA**

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)

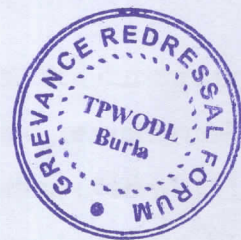
Ref: GRF/Burla/Div/JED/ (Final Order)/ 104(4)

Date: 16.03.2026

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

1	Case No.	BRL/103/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bhagaban Kalo C/o-Subasini Kalo At/Po-Gudiagaon, Dist-Jharsuguda.	4131-2103-0314	8249879727	
3	Respondent/s	S.D.O (Elect)-I, Jharsuguda,TPWODL	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	21.02.2026			
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	21.02.2026			
9	Date of Order	16.03.2026			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO-I Office, TPWODL ,Jharsuguda



Appeared

For the Complainant- Bhagaban Kalo
Represented by Subasini Kalo

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

GRF Case No- BRL/103/2026

Bhagaban Kalo
C/o-Subasini Kalo
At/Po-Gudiagaon,
Dist-Jharsuguda
Consumer No-4131-2103-0314

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Smt. Subasini Kalo on behalf of Bhagaban Kalo appeared in the Camp Court hearing held at SDO-I Office, Jharsuguda on Dt. 21.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal energy bills charged previously but, failed to submit the period & nature of dispute. The complainant averred that excess bills have been charged particularly after installation of new meter.
- 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 4131-2103-0314, having CD-0.90KW under LT-Domestic category under ESO-JED-1 & initial power supply effected on 02.05.2005. 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 licensees available soft records (FG & Samadhan App) that average bills continuously charged from the date of initial supply till March-2015, as no advanced consumption were recorded for billing in meter SL.No." 1941888".

President
Grievance Redressal Forum
TPWODL, Burla - 768017

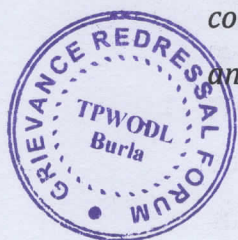
- 2) The ledger abstract revealed that a new meter SL.No." WCV28188" was installed during April-2015 but, no consistency of readings recorded for billing that has led to abnormal & provisional billing intermittently. The last actual billing with current reading of kwh" 1112" recorded in Aug-2017. Thereafter, provisional/average bills further charged from Sept-18 to June-2023, after which the power supply has been disconnected since 19-Aug-2023 onwards. The Opposite Party could not submit the latest physical Verification Report to ascertain the status of supply & meter availability.
- 3) The Opposite Party failed to submit the relevant documents, even after giving sufficient reasonable time to furnish & is perceived to have nothing to submit in support of their views to the case. The case is decided based on the available documents, records & merit of the case.


The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from April-2013 to March-2015 to be revised based on actual monthly average consumption recorded in subsequent meter SL.No." WCV28188". Further, the energy bills charged from Nov-2015 to Aug-2017 are to be recasted on actual monthly average basis, recorded in meter SL.No." WCV28188", to redress the grievances in an efficacious manner.

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 April-2013 to March-2015, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." WCV28188", 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 recast the energy bills charged from November-2015 to Aug-2017 on actual monthly average basis, considering initial reading of kwh"000504" as in Nov-2015 & final reading of kwh"1112" as in Aug-2017 billing, as recorded in meter No." WCV28188", 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.*




President
Grievance Redressal Forum
TPWODL, Burla - 76. 7

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.

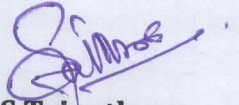
Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Apr-2026) from the date of issue of this order.



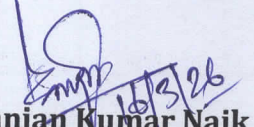
S.K Dora
(Co-Opted Member)

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. Bhagaban Kalo, C/o-Subasini Kalo, At/Po-Gudiagaon, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, 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/103/2026)

