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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)/24(4)

Date: 31.01.26

Present:

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

1	Case No.	BRL/11/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Fakir Patta At/Po-Bhoipali, Dist-Sambalpur		4132-1406-0214	7735112511
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	31.01.26			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Jamankira TPWODL ,Jharsuguda

Appeared

For the Complainant- Fakir Patta

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

GRF Case No- BRL/11/2026

Fakir Patta

At/Po-Bhoipali,

Dist-Sambalpur.

Consumer No-4132-1406-0214



COMPLAINANT

VRS

SDO(Elect.) Kuchinda, TPWODL,Jharsuguda.

OPPOSITE PARTY

GIST OF THE CASE

Sri Fakir Patta appeared in the Camp Court hearing held at ESO Office, Jamankira, Jharsuguda under ESO-Jamankira on Dt. 07.01.2026. The complainant submitted during course of hearing in brief as follows:

- 1) That old arrears accumulated due to provisional billing and high bill raised time to time. So, bill may be revised accordingly, 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 Mar'2006 to Oct'2020, Physical Verification report carried out on 21.01.2026 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 provisional billing periods were not properly adjusted from Date of supply i.e 27.12.2005 to Jan'2017.
2. So, the billing units from Dec'05 to Jan'17 be revised by recasting the consumption units with IMR "0" Kwh (27.12.2005) and CMR "6353"Kwh (01/2017).

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 4132-1406-0214, having CD-0.78KW under LT- Domestic category, coming under ESO-Jamankira & initial power supply effected on 27.12.2005. 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 27/12/2005 with installed meter no. 1959568.
- 2) Actual/provisional bills were generated from date of power supply to September-2021 without proper adjustment of provisional bills in between.
- 3) The bills generated between December-2005 and January-2017 needs to be re-casted for proper adjustment of provisional bills as well as 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

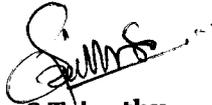
1. The Opposite Party is directed to re-cast the EC bill from December-2005 to January-2017, taking IMR as "0" in December-2005 and FMR as "6353" in January-2017 of the meter having sl.no. "1959568", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
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)
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Fakir Patta, At/Po-Bhoipali, 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/11/2026)

