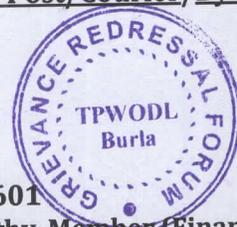


Grievance Redressal Forum

TPWODL, BURLA

Quarter 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)/42 (1)

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/12/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ramesh Ch. Nayak At/Po-Ganghosh, Bhojpur Dist-Sambalpur	4130-0103-2955	7894564659	
3	Respondent/s	EE (Elect) JED, 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			

Ranjan Naik
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Jamankira TPWODL ,Jharsuguda

Appeared

For the Complainant- Ramesh Ch. Nayak
For the Respondent - EE(Elect.) JED, TPWODL,Jharsuguda.



GRF Case No- BRL/12/2026
Ramesh Ch. Nayak
At/Po-Ganghosh,Bhojpur
Dist-Sambalpur.
Consumer No-4130-0103-2955

COMPLAINANT

VRS
EE(Elect.) JED, TPWODL,Jharsuguda.

OPPOSITE PARTY

GIST OF THE CASE

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

- 1) To revise the average billing raised before installation of present meter, 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 Aug'2014 to Dec'2025, 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.

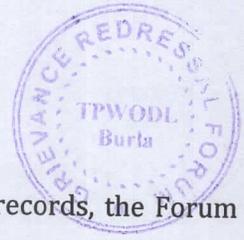
1. It is found that the bill was made with average basis upto Mar'22.
2. A new meter no."TPU34756" installed in consumer premises on 27.03.22.
3. So, the average billing from Apr'20 to Mar'22 may be revised by taking the average of actual billing of meter no."TPU34756" with IMR "0" (27.03.22) and CMR "50"Kwh (22.02.24).

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 4130-0103-2955, having CD-2.25KW under LT- IRRIGATION PUMPING AND AGRICULTURE, coming under ESO-Jamankira & initial power supply effected on 01.07.2014. 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 01/07/2014 with no meter installed.
- 2) Average bills were generated @243 units/month from date of power supply to March-2022 without installation of meter.
- 3) A meter having sl. no. TPU34756 was installed on 27/03/2022. Actual/Provisional bills were generated then after till date with due adjustment of provisional bills.
- 4) The average bills generated prior to installation of present meter, needs to be revised to redress the consumer grievance.

President
Grievance Redressal Forum
TPWODL, Burla- 768017



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 EC bill from April-2020 to March-2022, taking average consumption of two year of the meter having sl.no. "TPU34756" installed on 27/03/2022, 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 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.*
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 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. Ramesh Ch. Nayak, At/Po-Ganghosh, Bhojpur, 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/12/2026)