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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](mailto: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)/ 23(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/13/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhakti Gardia At/Po-Barahamundi, Dist-Sambalpur		4132-1407-0155	9776001523
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	√	Others	
			Respondent		
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Jamankira TPWODL, Jharsuguda



**Appeared**

**For the Complainant-** Bhakti Gardia

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

**GRF Case No- BRL/13/2026**

Bhakti Gardia  
At/Po-Barahamundi  
Dist-Sambalpur.  
Consumer No-4132-1407-0155

**COMPLAINANT**

**VRS**

SDO(Elect.) Kuchinda, TPWODL, Jharsuguda.

**OPPOSITE PARTY**

**GIST OF THE CASE**

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

- 1) That old arrears accumulated due to average billing raised from time to time. So, bill may be revised accordingly, which enables consumer to pay the arrear dues.
- 2) To change the consumer category from GP tariff to Domestic tariff.

**Previous Complain. if any:** Not Available

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted the ledger copy for the period from Jan'2011 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 bill was made with LT GP tariff from Jul'19 as per the report of enforcement team.
2. As per site verification of Commerce Officer, Jamankira consumer is now availing power supply for Domestic purpose. So, the tariff may be change to LT Dom tariff.
3. From the billing data it is observed that bill upto Mar'13 bill made with average basis.
4. So, average billing from Apr'11 to Mar'13 may be revised by taking the average of consecutive six months actual billing of meter no."69617".

**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 4132-1407-0155, having CD-0.74KW under LT- GENERAL PURPOSE < 110 KVA, coming under ESO-Jamankira & initial power supply effected on 28.01.2003. 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 28/01/2003 with no meter installed.
- 2) Average bills were generated @144 units/month from date of power supply to Feb-March/2013 without meter installation.

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- 3) A meter having sl. no. "69617" was installed in consumer premisses during April-May/2013. Actual/Provisional bills were generated from April-May/2013 to July-Aug/2016 with due adjustment of provisional bills. From Sept-Oct/2016 to Jan-Feb/2019, average bills were generated due to negative reading.
- 4) Again, meter having sl. no. "LW235811" was installed in consumer premisses on 06/04/2019. From Mar-April/2019 to March-2025, actual/Provisional bills were generated with due adjustment of provisional bills.
- 5) Again, meter having sl. no. "TWSP51258223" was installed in consumer premisses on 16/04/2025 and actual bills are continuing till date.
- 6) During July-Aug/2019, consumer category was changed from Domestic tariff to Commercial tariff. PVR dated 21/01/2026, was submitted by SDO (Elect.) Kuchinda, stating that presently supply is used for Domestic purpose.
- 7) The average bills generated between April-2011 and March-2013 needs to be revised and tariff reclassification is required to redress the consumer grievance.

### 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 change the consumer tariff from LT-General Purpose category to LT-Domestic category with immediate effect i.e. from the month of January-2026 and serve the bill in domestic tariff.*
2. *The Opposite Party is directed to revise the EC bill from April-2011 to Feb-Mar/2013, taking succeeding twelve months actual average consumption recorded in the meter having sl.no. "69617" installed during April-May/2013 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.*
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.*

*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.*

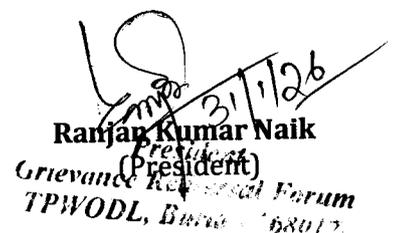
**The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Feb-2026) from the date of issue of this order.**



**S.K Dora**  
(Co-Opted Member),  
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. Bhakti Gardia, At/Po-Barahamundi, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/13/2026)

