



By Regd. Post/Courier/By hand

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)/25(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/14/2026 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Madhusaudan Behera At-Arjunpali, Po-Jamankira, Dist-Sambalpur | | 4132-1408-1216 | 7019555161 |
| 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- Madhusudan Behera

Represented by Dayanidhi Behera

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

GRF Case No- BRL/14/2026

Madhusudan Behera
C/o-Dayanidhi Behera
At-Arjunpali,
Po-Jamankira,
Dist-Sambalpur.
Consumer No-4132-1408-1216

COMPLAINANT

VRS
SDO(Elect.) Kuchinda, TPWODL, Jharsuguda.

OPPOSITE PARTY

GIST OF THE CASE

Sri Dayanidhi Behera on behalf of Madhusudan Behera 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 prior to installation of present meter may 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 Nov'2017 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 average billing basis upto Dec'19.
2. A meter no."LW293278" installed on 31.12.2019.
3. So, the bill from Jan'18 to Dec'19 may be revised by taking the average of consecutive six months actual billing of meter no."LW293278".

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 4132-1408-1216, having CD-1KW under LT- Domestic, coming under ESO-Jamankira & initial power supply effected on 06.04.2006. 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 06/04/2006 with installed meter no. A1990070.
- 2) Actual/provisional bills were generated from May-2006 to Dec-Jan/2014 and average bills were generated from Feb-Mar/2014 to Dec-2019 @108/200 units/month.
- 3) A meter having sl. no. "LW293278" was installed in consumer premisses during January-2020 and actual/Provisional bills were generated from January-2020 to till date with due adjustment of provisional bills.

President

Grievance Redressal Forum
TPWODL, Burla - 768017

- 4) The average bills generated prior to installation of meter having sl. no. "LW293278" needs to be revised 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 revise the EC bill from January-2018 to December-2019, taking succeeding twelve months actual average consumption recorded in the meter having sl.no. "LW293278" installed on 31/12/2019 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 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. Madhusudan Behera, C/o-Dayanidhi Behera,At-Arjunpali,Po-Jamankira,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:Bhoingar, 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/14/2026)

