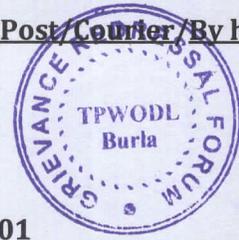


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 29 (4)

Date: 31/01/2026

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

1	Case No.	BRL/15/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bhuleswar Munda At-Bandhabhuin Po-Chinimahul,Badrama, Dist-Sambalpur	4132-1410-0142	7077384307	
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	31/01/2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

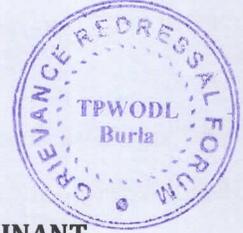

 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Jamankira TPWODL ,Jharsuguda

Appeared

For the Complainant- Bhuleswar Munda

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



GRF Case No- BRL/15/2026

Bhuleswar Munda

At-Bandhabhuin

Po-Chinimahul,Badrama

Dist-Sambalpur.

Consumer No-4132-1410-0142

VRS

SDO(Elect.) Kuchinda, TPWODL,Jharsuguda.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Bhuleswar Munda 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 arrear bill may please 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'2006 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. The meter no."1931088" was in OK condition but bill with average billing from Jan'08 to Aug'12.
2. The bill from Jan'08 to Oct'12 be revised by taking with actual reading with IMR "360" and CMR "45" (Oct'12).
3. Meter no. "1931088" was a four digit meter and completed one round during this period. Again, bill made with average and provisional basis from Jul'15 to Apr'19.
4. A meter no." LW232623" in installed on 25.05.2019. So, bill from May'17 to Apr'19 may be revised by taking the average of consecutive six months actual billing of meter no. " LW232623".

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 4132-1410-0142, having CD-1KW under LT- Domestic, coming under ESO-Jamankira & initial power supply effected on 31.10.2006. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

Grievance Redressal Forum
TPWODL, Burla
768017

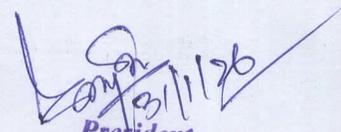
- 1) The date of initial power supply is 31/10/2006 with installed meter no. "1901494" and actual bills were raised from 11/2006 to 11/2007.
- 2) A meter having sl. no. "1931088" was installed during 12/2007, and average bills are continuing from 01/2008 to 8/2012 due to negative reading. Then actual/provisional bills were served from 09/2019 to 06/2015 as per reading with the same meter. Again average/provisional bills were served from 07/2015 to 04/2019 due to house lock/ meter stop.
- 3) Again, a meter having sl. no. "LW232623" was installed on 25/05/2019 and actual bills were served from 06/2019 to 10/2024 as per meter reading. Average bill was served for the month 11/2024 only due to meter defective.
- 4) Again, a meter having sl. no. "TWSP51229458" was installed on 24/12/2024 and actual bills are being served till date.
- 5) The average bills generated prior to installation of meter having sl.no. "LW232623" needs to revise to mitigate the consumer's complain. Also, bills from 12/2007 (i.e from date of installation of meter no. 1931088) to 06/2015 to be re-casted to subside the average bills raised during this period.

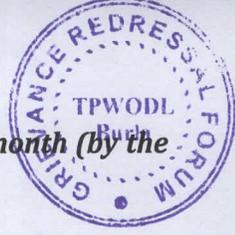
ORDER

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-2007 to June-2015, taking IMR as '0'Kwh on date of installation of meter and CMR as '1366'Kwh as recorded in meter in the month of June-2015 having sl.no. "1931088", 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 revise the EC bill from May-2017 to April-2019, taking subsequent six-month average consumption from the date of installation of meter having sl.no. "LW232623", 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.*
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.


President
Grievance Redressal Forum
TPWODL, Burla - 768017



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)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Bhuleswar Munda, At-Bandhabhuin, Po-Chinimahul, Badrama, 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/15/2026)