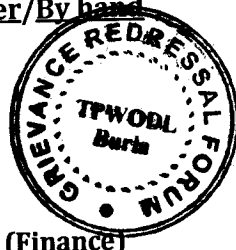


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 177 (4)

Date: 23-04-26

Present:

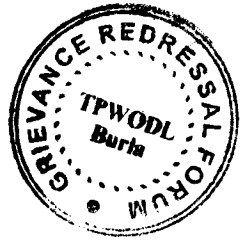
**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

| | | | | | |
|----|--|--|--|--|--------|
| 1 | Case No. | BRL/162/2026 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Kuldaram Nai At - Marwadi pada, Jhanda Chowk, Po/Dist-Jharsuguda | 4135-1206-1274 | 8280064082 | |
| 3 | Respondent/s | S.D.O (Elect)-II, Jharsuguda | Division J.E.D, TPWODL, Jharsuguda | | |
| 4 | Date of Application | 12.03.2026 | | | |
| 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 | 12.03.2026 | | | |
| 9 | Date of Order | 23.04.26 | | | |
| 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: SDO-II Office, Jharsuguda



Appeared

For the Complainant- Kuldaram Nai

For the Respondent - SDO(Electrical)-II, Jharsuguda TPWODL.

GRF Case No- BRL/162/2026

Kuldaram Nai
At - Marwadi pada, Jhanda Chowk,
Po/Dist-Jharsuguda
Consumer No-4135-1206-1274

COMPLAINANT

VRS

SDO(Electrical)-II, Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Kuldaram Nai appeared in the Camp Court hearing held at SDO-II Office, Jharsuguda on 12.03.2026. The complainant submitted during course of hearing in brief as follows:

- 1) To revise the abnormal & average bills charged earlier during meter defective period.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party not submitted any relevant documents except Physical Verification Report carried out on 17.04.2026 in this case.

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 4135-1206-1274, having CD-1KW under LT-General Purpose<110KVA category, coming under ESO-Jhanda Chowk & initial power supply effected on 01.01.1990. 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 01/01/1990. With installed meter no. "WESCO159430", actual/provisional bills continued up to June-2005. Then provisional/average bills were raised from July-August/2005 to November-2018.
- 2) A meter having sl. no. "LW071639" was replaced on 31/10/2018 and actual/ provisional bills are continued till date.
- 3) From the above observation Forum construed that the bills from December-2016 to November-2018 to be revised to resolve the consumer's complain.

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 December-2016 to November-2018, taking subsequent six-month average consumption from the date of installation of meter having sl. no. "LW071639", 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, 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 May-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. Kuldaram Nai, At – Marwadi pada, Jhanda Chowk, Po/Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda TPWODL, 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:Bhoynagar, 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/162/2026)

