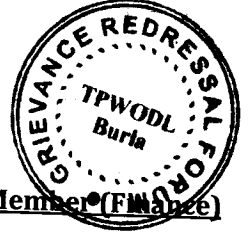


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/JED/ (Final Order)/ 19104

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/189/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pabitra Kisan C/O-Kshirod Kisan At-Rajbandh, Po-Goshhara, Ps-Mahulpali Dist-Sambalpur		4132-1202-1261	9439464096
3	Respondent/s	S.D.O (Elect), Kuchinda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	18.03.2026			
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	18.03.2026			
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 Office, Kuchinda



Appeared

For the Complainant- Pabitra Kisan
Represented by Kshirod Kisan

For the Respondent - SDO(Electrical),Kuchinda, TPWODL.

GRF Case No- BRL/189/2026

Pabitra Kisan
C/O- Kshirod Kisan
At-Rajbandh, Po-Goshhara, Ps-Mahulpali
Dist-Sambalpur
Consumer No-4132-1202-1261

COMPLAINANT

VRS

SDO(Electrical), Kuchinda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Kshirod Kisan on behalf of Pabitra Kisan appeared in the hearing on Dt. 18.03.2026 at the camp held at SDO Office, Kuchinda. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition objected about wrong energy bills charged previously even though no power supply was availed/utilized by him, but, failed to submit the period of dispute.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available


SUBMISSION OF OPPOSITE PARTY

The opposite party could not submit any relevant documents 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 4132-1202-1261, having CD-0.04 KW under LT-Domestic category, coming under ESO-II Kuchinda & initial power supply effected on 10.04.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. On examining the case in detail & as per complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that Sept-2016 bill was charged on actual basis considering the current reading of kwh" 1198", recorded in meter SLNo." 57664"


President
Grievance Redressal Forum
TPWODL, Burla - 768017

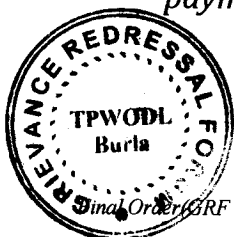
2. It was observed that No bill units were raised from Dec-2016 to Dec-2024, the reason being the supply was officially disconnected during the period. The records revealed that the supply was reconnected on 10-Feb-2025.
3. However, Jan-2025 bill was abnormally charged with " 5449" units, taking the current reading of kwh" 5449" & initial reading of kwh" 1198", as recorded in above mentioned meter. The meter readings were then advanced upto kwh"6875", as per Physical Verification Report dtd.07.04.2026.
4. The Opposite Party in their reply submission made it clear that the consumer has utilized the supply during the line disconnected period. The complainant on the other hand could not furnish any details regarding non usage of supply to substantiate his claim & hence, construed that the consumer had physically utilized the power without any disconnection effected which was in coherence with advanced consumption of "5449" units accumulated.


The Forum on scrutinizing the records, reports available on record, construed that the energy bills charged from Oct-2015 to Jan-2025 are to be recasted on actual monthly average basis, recorded in meter SLNo." 57664", to extend monthly slab benefit to the consumer & resolve the grievances accordingly.

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 recast the energy bills charged from Oct-2015 to Jan-2025, on the basis of actual monthly average consumption recorded in meter No." 57664", considering initial reading of kwh"000460" as on Oct-2015 & final reading of kwh" 006647" as on Jan-2025 billing, 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.*




President
Grievance Redressal Forum
TPWODL, Burla - 768017

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.

In terms of the above, the petition 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.



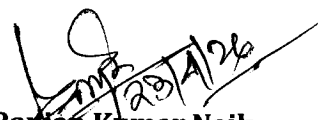
S.K Dora
(Co-Opted Member)

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. Pabitra Kisan, C/O-Kshirod Kisan, At-Rajbandh, Po-Goshhara, Ps-Mahulpali Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, 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: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/189/2026)

