

## Grievance Redressal Forum

TPWODL, BURLA

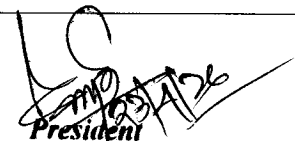
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601**Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/JED/ (Final Order)/ 194(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/190/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Joshab Barla Kusmi, Kuchinda Dist-Sambalpur		4132-3511-0527	7894896346
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

**Place of Camp:** SDO Office, Kuchinda

**Appeared**

**For the Complainant-** Joshab Barla

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

**GRF Case No- BRL/190/2026**

Joshab Barla  
Kusmi, Kuchinda  
Dist-Sambalpur  
Consumer No-4132-3511-0527

**COMPLAINANT**

**VRS**

**OPPOSITE PARTY**

SDO(Electrical), Kuchinda, TPWODL.

**GIST OF THE CASE**

Joshab Barla 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 abnormal & average energy bills charged previously 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 except PVR carried out on Dt. 06.04.2026 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 4132-3511-0527, having CD-0.64 KW under LT-Domestic category, coming under ESO-Kusmi & initial power supply effected on 05.12.2000. 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 Aug-2007 bill was charged on actual basis considering the current reading of kwh" 2394", recorded in meter SLNo." 1831408".
2. Average bills continuously raised thereafter from Sept-2007 to April-2013 @98 units/256 units/398 units on bi-monthly basis

  
President

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3. June-2013 bill was charged on actual basis, taking the current reading of kwh" 3350" & initial reading of kwh" 2394", as recorded in above mentioned meter. The meter readings were then advanced upto June-2015 after which another meter No." WCV38449" was installed during Jul/Aug-2015. Provisional/Average bills were again charged from May-2021 to Apr-2023. May-2023 bill charged on actual basis, taking the current readings of kwh" 7442", recorded in meter No." WCV38449". It was revealed that another new meter No." TWB643786" was installed on 24-May-2024, replacing the old meter No." WCV38449".

The Forum on scrutinizing the records, reports available on record, construed that the provisional/average energy bills charged from Sept-2007 to June-2013 are to be recasted on actual monthly average basis, recorded in meter SLNo." 1831408". Again, the energy bills charged from May-2021 to May-2023 to be recasted based on consumption recorded in meter No." WCV38449", to 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 Sept-2007 to June-2013, on the basis of actual monthly average consumption recorded in meter No." 1831408", considering initial reading of kwh"00 2394" as on Sept-2007 & final reading of kwh"003350" as on June-2013 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 recast the energy bills charged from May-2021 to May-2023, on the basis of actual monthly average consumption recorded in meter No." WCV38449", considering initial reading of kwh"00 6405" as on May-2021 & final reading of kwh"7442" as on May-2023 billing, 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 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.*

  
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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.

In terms of the above, the petition is disposed of.

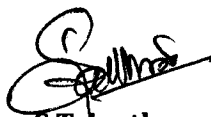
**The opposite party is directed to submit the compliance report to this Forum within one month (by the end of May-2026) from the date of issue of this order.**



**S.K Dora**  
(Co-Opted Member)

**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

Copy to: -



**S. Tripathy**  
Member (Finance)

**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**Ranjan Kumar Naik**  
(President)

**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Joshab Barla, Kusmi, Kuchinda 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/190/2026)

