

Grievance Redressal Forum

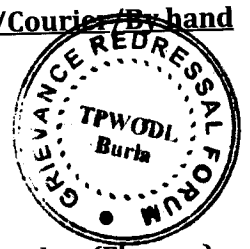
TPWODL, BURLA

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)/ 185(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/195/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		AWC Karamguda-Mini C/O-Sumitra Kak Kumraguda, Lad Dist-Sambalpur	4132-1116-1345	8018407388	
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			



Place of Camp: SDO Office, Kuchinda

Appeared

For the Complainant- AWC Karamguda-Mini
Represented by Sumitra Kak

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

GRF Case No- BRL/195/2026

AWC Karamguda-Mini
C/O- Sumitra Kak
Kumraguda, Lad
Dist-Sambalpur
Consumer No-4132-1116-1345

VRS

SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The complaint petition filed in the name of Anganwadi Centre (AWC), Kumuraguda-Mini, under ESO-Kuchinda, represented by Smt. Sumitra Kak, appeared in the Camp Court hearing held at Kuchinda Sub-Divn. on Dt. 18.03.2026, disputed about wrong & erratic bills charged during the no power supply period that led to accumulation of huge arrear to which the AWC has been unable to clear the dues. In this context, the complainant submitted a copy of letter sent from CDPO, Kuchinda, addressed to SDO(Elect.), Kuchinda, requesting to resolve the billing dispute but, failed to submit the period of dispute raised & hence, prayed before the Forum to revise the EC bills accordingly.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submitted the PVR carried out on Dt. 06.04.2026 & written statement indicating that the complainant availed power supply from 27.12.2021. Due to some problem bills were not generated & 1st bill generated of this consumer in the month of Nov-2025 with average basis. New energy meter was installed on 31.12.2025. Hence, the Opposite Party urged that average billing period may be revised as per consumption recorded in new meter installed.

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 4132-1116-1345, having CD-1.00 KW under LT-Specified Public Purpose category, coming under ESO-I Kuchinda & initial power supply effected on 27.12.2021. 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 licensees' available soft records (FG & Samadhan App) that first energy bill raised in Nov-2025 on average basis with "10548" units for 48 months at a stretch in a single month, counting the period from date of initial power supply.
2. That, a new meter SLNo." TWSU51037390" was installed subsequently on 31-Dec-2025.

3. The Physical Verification Report dtd. 06.04.2026 indicated that the existing meter having SL.No." TWSU51037390" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000000.45".
4. That, regarding no utilization of power from date of initial supply till installation of meter, the Opposite Party certified that initial power supply was extended on 27.12.2021 but due to some problem monthly energy bills could not be generated in time. But, 1st energy bill charged subsequently in Nov-2025 on average basis, after which one new meter was installed to record consumption.

The Forum on scrutinizing the records, reports available on record, construed that the energy bills charged in November-2025 is to be revised by the Opposite Party as per Regulation-155, 157 of OERC Distribution (Conditions of Supply) Code, 2019, to redress the grievances in an efficacious manner.

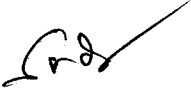
ORDER

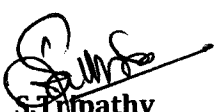
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. *The Opposite Party is directed to revise the energy bill charged in November-2025, on the basis of succeeding six months actual monthly average consumption recorded in meter SLNo." TWSU51037390" 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 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.*

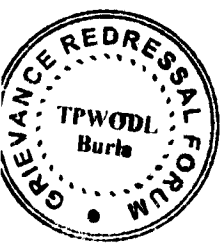
In terms of the above, the petition is disposed of.

The opposite party is directed to submit the compliance report to this Forum within three months (by the end of July-2026) from the date of issue of this order.


S.K Dora
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


S. Tilpathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017



Copy to: -

1. AWC Karamguda-Mini, C/O-Sumitra Kak, Kumraguda, Lad 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/195/2026)

