

Grievance Redressal Forum

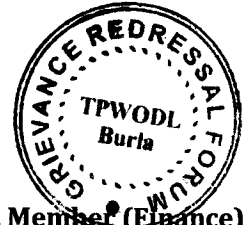
TPWODL, BURLA

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)/ 174(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/199/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		The Sarpanch Kutrachuan GP RWSS Point at Kirasasan Dist-Sambalpur		4130-0110-0263	
3	Respondent/s	E.E (Elect), JED, Jharsuguda, TPWODL			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			

(Signature)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Kuchinda



Appeared

For the Complainant- The Sarpanch Kutrachuan GP

For the Respondent - E.E(Electrical),JED, Jharsuguda, TPWODL.

GRF Case No- BRL/199/2026

The Sarpanch Kutrachuan GP

RWSS Point at Kirasasan

Dist-Sambalpur

Consumer No-4130-0110-0263

VRS

E.E(Electrical),JED, Jharsuguda, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE


The complaint petition filed in the name of Sarpanch, Kutrachuan RWSS Point, At-Kirasasan, objected about huge & erroneous bill charged suddenly in April-2025 amounting Rs.13,90,300/-, after reconnection of supply to the point. The complainant appeared in the Camp Court hearing held at office of SDO Kuchinda, under ESO-I Kuchinda, on Dt. 18.03.2026. In this context, the complainant submitted a copy of letter addressed to ESO-1(Elect.), Kuchinda, vide letter No-11 dtd.06.01.2025, regarding rectification of energy bills charged previously. Also, submitted the copies of money receipts dtd 05.04.24, amounting Rs.400000/- & Rs.289431/- dtd.12.04.2024.

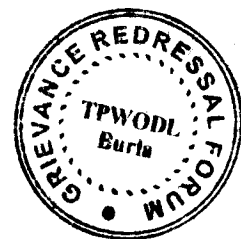
Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submitted billing abstract from July-2009 to March*2026 & a PVR carried out on Dt. 18.03.2026 in this case. In reply to the case the Opposite Party submitted that,

1. Upon receiving the consumer's application for reconnection, power supply to the RWSS point at Kirasasam was restored on 18.03.2026 with the installation of new meter. Now even, the first bill generated after this reconnection & reflected an erroneous amount of Rs.13,90,000/-.
2. The above consumer's billing on the HT-PWWP tariff. But this consumer is consuming the power supply through LT supply and the transformer is hand over to the department. So this consumer should be billed in LT tariff.



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Grievance Redressal Forum
TPWODL, Burla - 768017



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 4130-0110-0263, having CD-15.00 KW under HT-Public Water Works & Sewerage category, coming under ESO-I Kuchinda & initial power supply effected on 18.07.2009. 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 the monthly energy billing to the RWSS point has been raised considering High Tension supply under HT-Public Water Works & Sewerage Pumping Category.
2. That, the Opposite Parties, namely ESO(Elect.)-1, Kuchinda & SDO(Elect.)-Kuchinda jointly certified that the consumer has been utilizing power through Low Tension (LT) supply, instead of HT Supply as has been wrongly billed to date.
3. As submitted by the Opposite Party, the power supply to the RWSS Point was restored during April-2025 after installing a new meter. The consumer ledger reflected that the supply was disconnected on 08.08.2022 and reconnected later on 03.04.2025.
4. That, a new meter having meter SLNo." TWSC10069748" was installed at site on 23-May-2025, replacing the old meter No." WSC44185".
5. That, abnormal bill was charged in April-2025 on actual basis with "212248" units as per HT Tariff, amounting Rs.13,90,300.80/- for the month, the opening arrear balance was at negative side with Rs.(-) 287703.28. The above bill was raised for 33 months at a time, for the period from 01/08/2022 to 24/05/2025 & hence, Monthly Demand Charges & Customer Service Charges were levied accordingly as per HT Tariff.
6. In reply to the case, the Opposite Party confirmed that due to HT-PWW tariff, instead of LT-PWW, such abnormal bill has been raised erroneously & confirmed on record to have taken over the RWSS transformer attached to the point, consequent upon the handover of such transformer to the department. Hence, the purpose of supply being the same, the voltage of supply has to be changed in billing.
7. The Physical Verification Report dtd.18.03.2026 indicated that the smart meter having SLNo."TWSC10069748" had recorded no advanced readings upto that date.

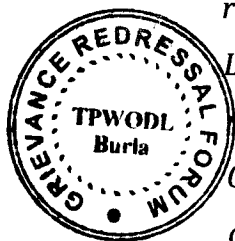

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The Forum on scrutinizing the records, reports available on record, construed that the energy bills charged from April-2025 upto the date of reclassification from HT-PWW to LT-PWW tariff category, be revised by the Opposite Party, as per LT-Public Water Works & Sewerage Pumping Tariff applicable during that period, regularizing the service connection as continued with applicable Monthly Fixed Demand Charges under above tariff (duly considering the period of disconnection) to resolve 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 & withdraw only the Energy Charges component raised in a single month of April-2025 for 33 months at a time, as the supply was officially disconnected on 08.08.2022 and reconnected later on 03.04.2025. Additionally, the Monthly Fixed Demand Charges/Customer Service Charges for the above line disconnected period are to be reassessed and added to consumer account on LT-Public Water Works & Sewerage Pumping Tariff (LT-PWW), applicable during that period, instead of HT-Public Water Works (HT-PWW), regularizing the service connection as deemed to be continued (considering the period of disconnection).*
2. *The Opposite Party is directed to revise the energy bills charged from April-2025 till the date of reclassification of tariff category from HT-PWW to LT-PWW in billing database be revised on LT-Public Water Works & Sewerage Pumping Tariff (LT-PWW) applicable during that period, regularizing the service connection as continued with applicable Monthly Fixed Demand Charges/Customer Charges under above tariff, 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 reclassify the tariff category from HT-Public Water Works & Sewerage Pumping to LT-Public Water Works & Sewerage Pumping with immediate effect thereby rectifying the voltage of supply without further delay & update it into billing database accordingly, duly observing regulatory provisions stipulated (as per Reg.-140 of OERC Distribution (Conditions of Supply), Code,2019).*
4. *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.*
5. *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. The Sarpanch Kutrachuan GP, RWSS Point at Kirasasan ,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/199/2026)

