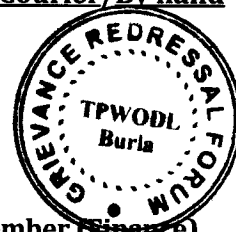


Grievance Redressal Forum

TPWODL, BURLA

Quarter 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)/294(4)

Date: 30.06.26

Present:

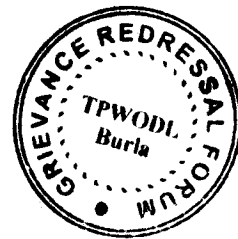
Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/262/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sanjib Kumar Chatria At/Po-Rajabasa,Badapada,Bamra Ps-Govindpur, Dist-Sambalpur-768221		4130-0103-2595	9937472152																																
3	Respondent/s	EE (Elect), JED,TPWODL			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	13.05.2026																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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15. Others (Specify) -X																																					
6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	13.05.2026																																			
9	Date of Order	30.06.26																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: ESO Office, Bamra, TPWODL,



Appeared

For the Complainant- Sanjib Kumar Chhatra

For the Respondent - EE(Electrical), JED, TPWODL.

GRF Case No- BRL/262/2026

Sanjib Kumar Chhatra

At/Po-Rajabasa, Badapada, Bamra

Ps-Govindpur,

Dist-Sambalpur-768221

Consumer No-4130-0103-2595

COMPLAINANT

VRS

EE(Electrical), JED, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sanjib Kumar Chhatra appeared in the Camp Court hearing held at ESO Office, Bamra on 13.05.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal energy bills charged previously but failed to submit the period & nature 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 has submitted the ledger copy for the period from Oct'2014 to Sep'2021, Physical Verification Form carried out on 28.05.2026 and written version on 01.06.2026 in this case. In reply to the case the opposite party submitted the following facts.

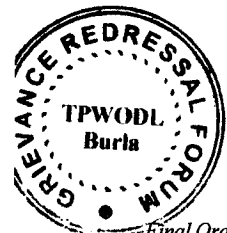
1. It is found that consumer was availing power supply on irrigation and pumping purpose with meter no."5532546".
2. Upto Jan'2015 consumer billed was OK with reading "8822"Kwh.
3. After that consumer billed with provisional basis upto Dec'2021 and in Jan'2022 actual bill made with "322141"unit.
4. Then bill made with provisional average basis upto May'2023 and a new meter no."TWSP14000946"was installed on 29.06.2023. Then bill was made with actual reading till last month.
5. As the bill made with "322141" unit was quite abnormal, so billing period from Jun'2021 to May'2023 may be revised by considering the average of six months actual reading of meter no."TWSP14000946".

President
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 4131-0103-2595, having CD-1.50KW under LT-IRRIGATION PUMPING AND AGRICULTURE category, coming under ESO Bamra & initial power supply effected on 12.10.2008. 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, the Forum observed from the licensees available soft records (FG & Samadhan App) that actual bills were charged upto Jan-2015, as per advanced consumption recorded in initial meter installed bearing SL.No." 5532546".
- 2) That, provisional bills continuously charged thereafter from Feb-15 to Dec-2021 @101 units/month.
- 3) Jan-2022 bill charged abnormally on actual basis with "322141" units with an amount of Rs. 7,66,678.35/-, auto adjusting previous provisional bills raised.
- 4) It was observed that the meter readings were then advanced in Feb-2022 with current reading of Kwh" 331028" recorded.
- 5) The ledger abstract revealed that Provisional & average bills further charged from Mar-2022 to May-2023 on different units from time to time.
- 6) That, one new meter SL.No." TWSP14000946" was installed on 29-Jun-2023, replacing the old defective meter No." 5532546".
- 7) That, the energy bills charged from Oct-2022 to Nov-2022 were already revised & Rs.544.13/- was credited back to the consumer account on 28-08-2023.
- 8) The latest Physical Verification Report indicated that the existing meter having SL.No. " TWSP14000946" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"005330".
- 9) The Physical Verification Report dtd. 17.06.2022 revealed that on inspection to the LI point, it was found that even after cutting of load, the meter was consuming units abnormally & found defective.
- 10) On analysis of consumption history recorded, it was observed that the units recorded upto Jan-2022 billing i.e. Kwh"330963" is not symmetrical/congruent with connected load of 2.25HP (one 2.25 HP motor only), derived approximately with 184 units/month, having total consumption of "29,376" units per se, within a period of 160 months at 15% load factor (i.e. from date of installation of old meter till Jan-2022). Hence, such abnormal & average bills charged are to be revised accordingly.




President
Grievance Redressal Forum
TPWODL, Burla - 768017

11) The ledger abstract revealed that energy bills charged from 01-MAR-22 TO 31-MAY-23 were already revised by the Opposite Party with credit sundry (deduction) of Rs.59,966.82/- effected in billing on 02-01-2024.

The Forum on scrutinizing the records, reports available on record construed that the provisional/ average & abnormal energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from June-2021 to May-2023 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." TWSP14000946" installed so as 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 bills charged from June-2021 to May-2023 on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." TWSP14000946", from the date/month of installation of the same, duly reversing/nullifying the bill revision already effected in billing for the period from Mar-2022 to May-2023, thereby 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 case is disposed of.

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



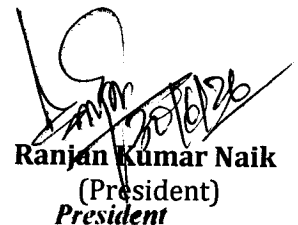
S.K Dora
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017
Final Order (GRF Case No. BRL/262/2026)



S.Tripathy
Member (Finance)
Member

Grievance Redressal Forum
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Page 4 of 5



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

Copy to: -

1. Sanjib Kumar Chhatra, At/Po-Rajabasa, Badapada, Bamra, Ps-Govindpur, Dist-Sambalpur-768221.
1. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
2. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
3. 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/262/2026)

