

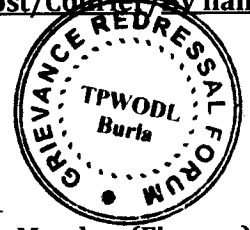
Grievance Redressal Forum

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)/ 29/14)

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/266/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		AWC Telipada C/O-Khatakuri Rohidas At/Po-Baurigoda, Ps-Mahulpali,Via-Kuchinda, Dist-Sambalpur-768222	4132-1201-1846	8598923460	
3	Respondent/s	S.D.O (Elect), Kuchinda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	13.05.2026			
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	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, Kesaibahal, TPWODL, Jharsuguda



Appeared

For the Complainant- AWC Telipada
Represented by Khatakuri Rohidas

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

GRF Case No- BRL/266/2026

AWC Telipada
C/O-Khatakuri Rohidas
At/Po-Baurigoda,
Ps-Mahulpali, Via-Kuchinda,
Dist-Sambalpur-768222
Consumer No-4132-1201-1846

COMPLAINANT

VRS

SDO(Electrical), Kuchinda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

The complaint petition filed in the name of Anganwadi Centre(AWC), Telipada-Mini, under ESO-ii-Kuchinda, represented by Smt. Khatakuri Rohidas, appeared in the Camp Court hearing held at Bamra Section on Dt. 13.05.2026, disputed about abnormal & erratic bills charged in Oct-2025. In this context, the complainant submitted that even though the initial meter was installed on 27.12.2021, the supply has been availed since 14.06.2023, & hence, prayed before the Forum to revise the EC bills accordingly.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the Physical Verification report carried out on 30.05.2026 and written version on 01.06.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. As per the Office records the date of power supply is on 27.12.2021.
2. 1st bill generated in the billing month 10/2025 with a high billing units.
3. A new meter no." TWSP51350802" installed on 17.12.2025. So the disputed billing unit made in billing month Oct'2025 revised by considering the average of six months actual reading of meter no."TWSP51350802".

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 4132-1201-1846, having CD-1.00 KW under LT-Specified Public Purpose category, coming under ESO-II 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,

President
Grievance Redressal Forum

- 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 Oct-2025 on average basis with "10318" units with an amount of Rs. 66321.6/-, for 47 months at a stretch in a single month, counting the period from date of initial power supply, having initial meter No." WHL027541" installed at site. Thereafter, actual bills were charged from Nov-25 to April-26.
- 2) That, a new meter SLNo."TWSP51350802" was installed subsequently on 17-Dec-2025, replacing the old defective meter No." WHL027541".
- 3) The Physical Verification Report dtd. 30.05.2026 indicated that the existing meter having SL.No." TWSP51350802" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000020".
- 4) That, the Opposite Party urged before the Forum to issue directions to revise the abnormal bill raised in Oct-2025 as per subsequent meter consumption recorded.
- 5) The complainant could not establish the claim that the power supply was actually availed from dt.14.06.2023 onwards.

The Forum on scrutinizing the records, reports available on record, construed that the energy bill charged in October-2025 is to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." TWSP51350802", to redress 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 revise the energy bills charged from date of initial power supply till October-2025, on the basis of succeeding six months actual monthly average consumption recorded in meter SLNo." TWSP51350802" 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.*



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 Grievance Redressal Forum
 Bhubaneswar, Odisha - 761001

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.

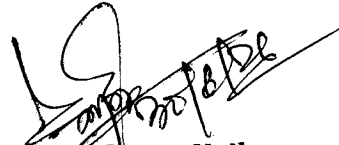
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Jul-2026) from the date of issue of this order.



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



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. AWC Telipada, C/O-Khatakuri Rohidas, At/Po-Baurigoda, Ps-Mahulpali, Via-Kuchinda, Dist-Sambalpur-768222.
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/266/2026)

