

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)/ 2984)

Date: 30.06.26

Present:

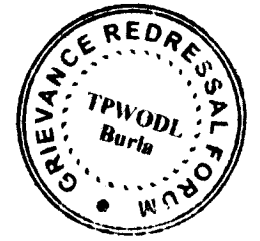
Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/268/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Pancham Parua C/o-Mandeep Parua At/Po-Babunikimal, Dist-Sambalpur-768228	4132-1202-0853	8260342282	
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- Pancham Parua

Represented by Mandeep Parua

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

GRF Case No- BRL/268/2026

Pancham Parua

C/o-Mandeep Parua

At/Po-Babunikimal,

Dist-Sambalpur-768228

Consumer No-4132-1202-0853

COMPLAINANT

VRS

SDO(Electrical), Kuchinda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Mandeep Parua on behalf of Pancham Parua appeared in the Camp Court hearing held at ESO Office, Kesaibahal on 13.05.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal & average energy bills charged previously during the year 2016 to 2018.
- 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 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. It is found that the consumer was billed with provisional and average billing basis from Aug'2015 to Nov'2018.
2. A new meter no."LW077663" installed on 01.12.2018.
3. So, the average billing period from Dec'2016 to Nov'2018 be revised by considering the average of six months actual reading of meter no."LW077663".

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 4132-1202-0853, having CD-1KW under LT-Domestic category, coming under ESO-II, Kuchinda & initial power supply effected on 10.10.2013. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President

Grievance Redressal Forum
TPWODL Burla - 768017

- 1) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that actual bills charged upto July-15 & thereafter, average bills continuously raised from Aug-15 to Nov-18 on different units from time to time.
- 2) That, one new meter SL.No." LW077663" was installed & updated in billing during Dec-18/Jan-2019 & actual bills continued to charge afterwards.
- 3) The Physical Verification Report dtd. 30.05.2026 indicated that the existing meter having SL.No." LW077663" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"003516".

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from December-2016 to November-2018 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW077663" installed.

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 December-2016 to November-2018, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW077663", 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 case is disposed of.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

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. Pancham Parua, C/o-Mandeep Parua, At/Po-Babunikimal, Dist-Sambalpur-768228
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/268/2026)

