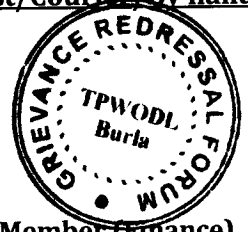


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 300CY)

Date: 30.06.26

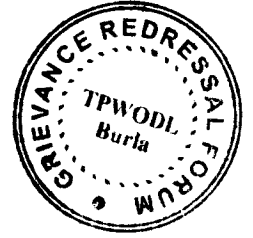
Present:

**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/270/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gokul Katri C/o-Bhabani Katri At-Kanabira, Po-Babuniktimal, Dist-Sambalpur-768228		4132-1202-0340	9861627554
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			

(Signature)
President

Place of Camp: ESO Office, Kesaibahal, TPWODL, Jharsuguda



Appeared

For the Complainant- Gokul Katri
Represented by Bhabani Katri
For the Respondent - SDO(Electrical), Kuchinda, TPWODL.

GRF Case No- BRL/270/2026

Gokul Katri
C/o-Bhabani Katri
At-Kanabira,
Po-Babunikimal,
Dist-Sambalpur-768228
Consumer No-4132-1202-0340

COMPLAINANT

VRS

SDO(Electrical), Kuchinda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Bhabani Katri on behalf of Gokul Katri 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 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 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.

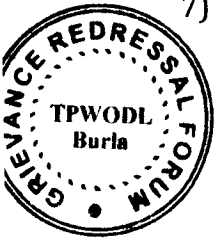
1. It is found that the consumer was billed with average billing basis from Aug'2016 to Jan'2019.
2. A new meter no."LW124533" installed on 05.03.2019.
3. Again, consumer made with provisional and average basis from Mar'22 to Sep'23.
4. A new meter no."TW02086607" installed by replacing the defective meter on 10.10.2023.
5. The average billing period from Feb'2017 to Mar'2019 be revised by considering the average of six months actual reading of meter no"LW124533" with IMR "0"(05.03.2019) and FMR "636"(Aug'2020).
6. Again, PL and Average billing period from Mar'2022 to Sep'2023 be revised by considering the average of six months actual reading of meter no."TW02086607" with IMR "0"(11.10.2023) and FMR "179"(Apr'2024).

[Signature]
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 4132-1202-0340, having CD-2KW under LT-Domestic category, coming under ESO-II, Kuchinda & initial power supply effected on 22.09.2010. 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 Sept-2015, as per advanced consumption recorded in initial meter installed bearing SL.No." 564397".
- 2) That, provisional/average bills continuously charged thereafter from Oct-15 to Jan-2019 @216/288 units/month from time to time.
- 3) That, another new meter SL.No." LW124533" was installed on 05-Mar-2019, replacing the old meter No." 564397".
- 4) It was observed that the meter readings were then advanced upto Feb-2022 & then provisional/average bills further charged from Mar-2022 to July-23.
- 5) That, another new meter SL.No." TW02086607" was installed on 11-Oct-2023, replacing the old defective meter No." LW124533".
- 6) 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.
- 7) The latest Physical Verification Report dtd.30.05.26 indicated that the existing meter having SL.No." TW02086607" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"001908".



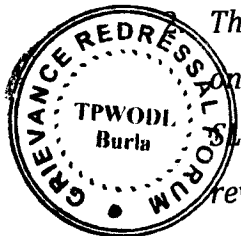
The Forum on scrutinizing the records, reports available on record construed that the provisional/ average & abnormal energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from April-2017 to March-2019 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No."LW124533" installed so as to redress the grievances in an efficacious manner. Further, the energy bills charged from Mar-2022 to Sept-2023 be revised as per monthly average consumption recorded in subsequent meter No." TW02086607", 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


President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. The Opposite Party is directed to revise the energy bills charged from April-2017 to Mar-2019 on the basis of actual monthly average consumption recorded in meter SL. No." LW124533", considering initial reading as on the date of installation of above meter and final reading as Kwh"000 636" as on Aug-2020, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.



The Opposite Party is directed to revise the energy bills charged from March-2022 to Sept-2023 on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TW02086607", 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.

3. 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.
4. 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 July-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. Gokul Katri, C/o-Bhabani Katri, At-Kanabira, Po-Babunikhtimal, 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/270/2026)