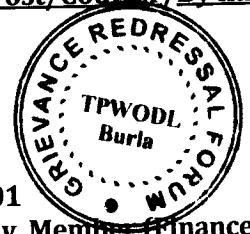


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 301C4)

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/271/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Nrupalal Kisan C/o-Sankirtan Kisan At-Jayapurgarh, Po-Ardabahal, Dist-Sambalpur-768222	4132-1202-0502	8018079682	
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- Nrupalal Kisan

Represented by Sankirtan Kisan

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

GRF Case No- BRL/271/2026

Nrupalal Kisan

C/o-Sankirtan Kisan

At-Jayapurgarh,

Po-Ardabahal,

Dist-Sambalpur-768222

Consumer No-4132-1202-0502

COMPLAINANT

VRS

SDO(Electrical), Kuchinda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sankirtan Kisan on behalf of Nrupalal Kisan 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/false energy bills charged previously during the line disconnected period 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 high unit of "5199" in the billing month May'2020 with meter no."612685".
2. So, the bill made from date of power supply i.e 18.09.2012 to May'2020 may be revised recasting the actual consumption unit with IMR "0"(18.09.2012) and FMR "8242"(05/20).

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 4132-1202-0502, having CD-0.11KW under LT-Domestic category, coming under

ESO-II, Kuchinda & initial power supply effected on 18.09.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

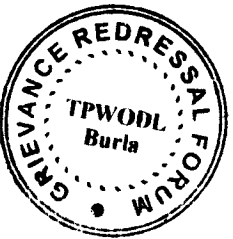
- 1) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that 1st energy bill charged in Dec-2012, having initial meter No." 612685" installed at site.
- 2) It was observed that abnormal bill was charged in May-2020 with "5193" units in a month. The meter readings were then advanced upto Aug-2021 billing after which another new meter SL.No." TPWODL1058784" was installed on 16-Aug-2022, replacing the old meter No." 612685".
- 3) 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"001181".

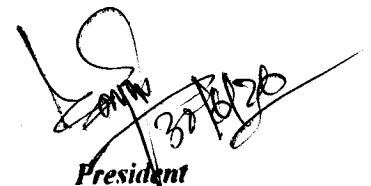
The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from date of initial power supply or, installation of meter No."612685" till May-2020 are to be recasted by the Opposite Party based on actual monthly average consumption recorded in above mentioned meter, so as to extend slab benefit to the consumer & 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 recast the energy bills charged from date of initial power supply or, installation of meter No."612685" till May-2020 on the basis of actual monthly average consumption recorded in above mentioned meter, considering initial reading as on the date of installation of above meter and final reading as Kwh"00 8242" as on May-2020 billing, 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.*




President

Grievance Redressal Forum
TPWODL, Burla - 768017

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.

Accordingly, 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. Nrupalal Kisan, C/o-Sankirtan Kisan, At-Jayapurgarh, Po-Ardabahal, 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/271/2026)

