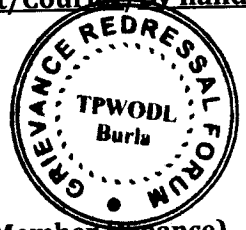


Grievance Redressal Forum

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)/ 29604

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/272/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rajanikanta Patel At/Po-Mohulpali, Via-Kesalbahal, Dist-Sambalpur-768228		4132-1204-0219	9556591778
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- Rajanikanta Patel

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

GRF Case No- BRL/272/2026

Rajanikanta Patel

At/Po-Mahulpali,

Via-Kesaibahal,

Dist-Sambalpur-768228

Consumer No-4132-1204-0219

COMPLAINANT

VRS

SDO(Electrical), Kuchinda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Rajanikanta Patel 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 consumer was billed with average billing basis from date of power supply to May'2004.
2. A new meter no."1898612" was installed in the month of Jun'2004.
3. So, the average billing period from Jun'2002 to May'2004 be revised by considering the average six months actual reading of meter no "1898612" with IMR "36" (Aug'2004) and FMR "210" (Jun'2005).

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 4132-1204-0219, having CD-0.84KW under LT-Domestic category, coming under ESO-II, Kuchinda & initial power supply effected on 01.01.1990. 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 average bills were charged from Mar-2001 to May-2004, as no advanced consumption recorded in initial meter installed bearing SL.No." WESCO228480".
- 2) That, actual bills charged thereafter from June-04 to Nov-08, based on consumption recorded in subsequent meter No." 1898612".
- 3) It was observed from records that provisional/average bills continuously raised from Dec-08 to Aug-22 on different units from time to time, even though another meter No." LW326470" was physically installed on 20-Aug-2020. The same meter was updated in billing off late on 10-Oct-2022, but, another meter SL.No." TPWODL1084490" was installed on 10-Oct-2022 & updated in billing later on 16-Nov-2022, replacing the old meter No." LW326470".
- 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) The latest Physical Verification Report dtd.30.05.26 indicated that the existing meter having SL.No." TPWODL1084490" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"001267".

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-2002 to May-2004 and from Sept.-2020 to Aug-2022 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meters 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-2002 to May-2004 on the basis of actual monthly average consumption recorded in meter SL. No." 1898612", considering initial reading as on the date of installation of above meter and final reading as Kwh"000210" as on January-2005, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

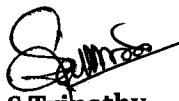

President
Grievance Redressal Forum
TPWODL, Burla - 768017.

2. The Opposite Party is directed to revise the energy bills charged from Sept.-2020 to Aug-2022 on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TPWODL1084490", 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 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. Rajanikanta Patel, At/Po-Mahulpali, Via-Kesaibahal, 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/272/2026)

