

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)

Date: 09.03.2026

Ref: GRF/Burla/Div/JED/ (Final Order)/ 89(4)

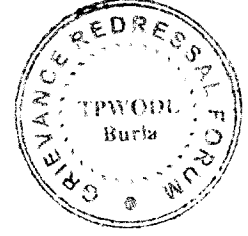
Present:

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

1	Case No.	BRL/94/2026		Consumer No	Contact No.
2	Complainant/s	Name & Address Dashru Sunani C/O-Reena Sunani Kechapani, Dist-Sambalpur		4132-1306-0200	
3	Respondent/s	S.D.O (Elect), Kuchinda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	20.02.2026			
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	20.02.2026			
9	Date of Order	09.03.2026			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Bamra



Appeared

For the Complainant- Dashru Sunani
Represented by Reena Sunani

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

GRF Case No- BRL/94/2026

Dashru Sunani
C/O- Reena Sunani
Kechapani,
Dist-Sambalpur
Consumer No-4132-1306-0200
VRS
SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Reena Sunani on behalf of Dashru Sunani appeared in the hearing on Dt. 20.02.2026 at the camp held at ESO Office, Bamra. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection 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

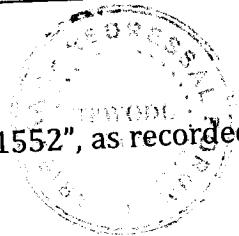
SUBMISSION OF OPPOSITE PARTY

The opposite party could not submit any relevant documents in this case.

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 4132-1306-0200, having CD-0.56 KW under LT-Domestic category, coming under ESO-Bamra & initial power supply effected on 30.01.2009. 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 first energy bill raised in Feb-2009 with initial meter installed bearing SL.No." 5532547". Then, meter readings were advanced upto kwh" 1911", upto Feb-2010 billing.
2. March-2010 bill charged abnormally on actual basis with "8098" in a single month, amounting Rs. 25882.95/-, considering the current reading of kwh"000008" & initial reading of kwh"1911", thereby counting the total consumption as meter "once rounded".
3. April-2010 bill provisionally raised also with "8098", was adjusted in subsequent billing.



4. That, the meter readings were then advanced till April-2014, upto kwh" 1552", as recorded in above mentioned meter.
5. Afterwards, provisional/average bills charged from May-14 to April-2023. It was noticed that a new meter bearing SL.No." WLT244509" was installed on 12-Oct-2021. That even if the same new meter was installed, the average bills continued to charge till April-2023. Subsequent provisional bill charged from May-23 to July-23 were adjusted afterwards based on advanced consumption recorded in new meter installed.
6. That, prov./average bills raised from Sept-21 to April-23 were revised by the Opposite Party due to delay meter updation effected afterwards & Rs. 2069.96/- was credited back to the consumer account on 02-06-2023.
7. It was noticed that Rs. 6914.27/- was debited(added) to consumer account in April-2010 billing. The reason for debiting such amount could not be submitted by the Opposite Party. The Forum further observed that there was meter no. mismatch in old meter between two databases i.e. FG & Samadhan App. Database which remained unanswered by the Opposite Party.
8. On analysis of records, it was pointed out that the monthly average consumption of @540 units/month approx., (derived from the total recorded consumption of "8098" units upto April-2010 billing in old meter SL.No." 5532547") is not symmetrical/congruent with present meter average consumption of @83 units/month approx.(as recorded in meter SL.No." WLT244509" upto Jan-2026) & found having huge variance in consumption patterns, not attributable to the load of CD-0.56KW & hence, not duly charged.
9. The Opposite Party failed to submit the relevant documents, even after giving sufficient reasonable time to furnish & is perceived to have nothing to submit in support of their views to the case. The case is decided based on the available documents, records & merit of the case.

The Forum on scrutinizing the records, reports available on record construed that the abnormal energy bill charged particularly in March-2010 is to be revised as per actual monthly average consumption recorded in subsequent meter SL.No."WLT244509". Further, the average bills raised from Sept-2019 to Aug-2021 are also to be revised accordingly limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019), 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

Principal Officer

1. The Opposite Party is directed to revise the energy bill charged particularly in March-2010, on the basis of actual monthly average consumption recorded in meter SL. No." WLT244509", considering initial reading as on the date of installation of meter & final reading of kwh-" 1990" as in Aug-2023, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any. It is further directed that if the amount of Rs. 6914.27/- that was debited in April-2010, consequent upon penalty assessment carried out, the above direction for bill revision is to be ignored.
2. The Opposite Party is directed to revise the energy bills charged from Sept-2019 to Aug-2021, on the basis of actual monthly average consumption so derived as per para-I of the above order, recorded in meter SL. No." WLT244509", 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 petition is disposed of.

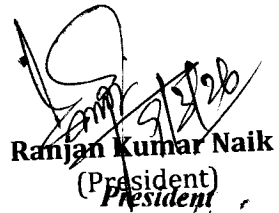
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of April-2026) from the date of issue of this order.



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. Dashru Sunani, C/O- Reena Sunani, Kechapani, Dist-Sambalpur
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/94/2026)