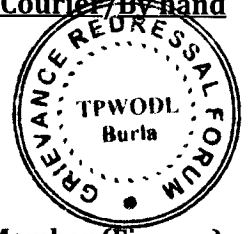


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 476(4)

Date: 31/10/25

Present:

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

1	Case No.	BRL/443/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hrushikesh Patel C/O-Tankadhar Patel At-Rangiatikra, Po-Bamra Dist-Sambalpur		4130-0103-4854	
3	Respondent/s	E.E (Elect), JED, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	17.10.2025			
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	17.10.2025			
9	Date of Order	31/10/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

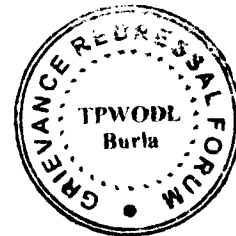
President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Bamra

Appeared

For the Complainant- Hrushikesh Patel
Represented by Tankadhar Patel

For the Respondent - E.E(Electrical),JED,Jharsuguda, TPWODL.



GRF Case No- BRL/451/2025

Hrushikesh Patel
C/O-Tankadhar Patel
At-Rangiatikra, Po-Bamra
Dist-Sambalpur
Consumer No-4130-0103-4854

VRS

E.E(Electrical), JED, Jharsuguda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Tankadhar Patel on behalf of Hrushikesh Patel appeared in the hearing on Dt. 17.10.2025 at the camp held at ESO Office, Bamra. The complainant submitted during course of hearing in brief as follows:

1. The complainant has requested regarding revision of load factor bill raised before the installation of new meter
2. To rectify the bill raised in the month of April-2024.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

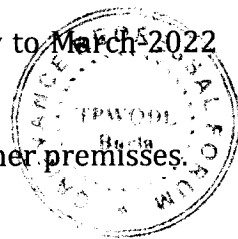
The opposite party submit ledger abstract from Feb-2019 to Sept-2025, a Physical Verification Report carried out on 28.10.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The consumer is availing power supply from 01.11.2018. From the date of power supply to April-2022 bill made on average basis.
2. A new meter no "TPU040125" installed on Dt. 30.04.2022 and till date bill made with actual reading.
3. The Opposite Party suggest to revise the bill from May-2020 to April-2022 considering the average six months actual reading of present meter no "TPU040125".

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 4130-0103-4854, having CD-2.25KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Bamra & initial power supply effected on 01.11.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Consumer was billed on average basis from date of initial power supply to March-2022 showing without meter.
2. A meter, having SI no TPU040125, was installed on 30-04-2022 in consumer premises.
3. Then onwards actual bills were served to the consumer to till date.
4. As per WS and PVR submitted by SDO, Kuchinda, he has accepted the facts and requested to issue necessary order to resolve the bill dispute.



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 to the complainant consumer from April-2020 to March-2022, by taking succeeding one year actual monthly average consumption of the meter installed on 30-04-2022 bearing sl no "TPU040125", 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.*

Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within One Month (November-2025) from the date of issue of this order.

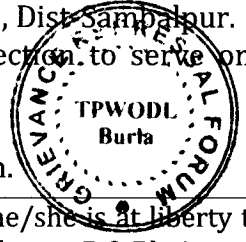
S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017

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. Hrushikesh Patel, C/O-Tankadhar Patel, At-Rangiatikra, Po-Bamra , 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/443/2025)