

## 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: 26/11/25

Ref: GRF/Burla/Div/JED/ (Final Order)/ 488(4)

**Present:**

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/465/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Basanta Kumar Patel C/O-Mina Patel At-Tangarani, Po-Bhojpur, Jamankira Dist-Sambalpur		4132-1404-1453	9777941973
3	Respondent/s	SDO (Elect), Kuchinda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	11.11.2025			
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	11.11.2025			
9	Date of Order	26/11/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*[Signature]*  
26/11/25  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Place of Camp:** ESO Office, Jamankira

**Appeared**

**For the Complainant-** Basanta Kumar Patel  
Represented by Mina Patel

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



**GRF Case No- BRL/465/2025**

Basanta Kumar Patel  
C/O-Mina Patel  
At-Tangarani, Po-Bhojpur, Jamankira  
Dist-Sambalpur  
Consumer No-4132-1404-1453

**VRS**

SDO(Electrical), Kuchinda, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Mina Patel on behalf of Basanta Kumar Patel appeared in the hearing on Dt. 11.11.2025 at the camp held at ESO Office, Jamankira. 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 submit ledger abstract from Oct-2015 to Oct-2025, a Physical Verification Report carried out on 12.11.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Billings were done on provisional and average basis from June-2011 to Dec-2019.
2. A new meter no "LW092352" was installed in consumer premises on 08.01.2019 and after that bills were done with actual meter reading.
3. The Opposite Party suggested that average bill made from Jan-2016 to Dec-2018 may be revised by considering of twelve months actual reading of meter no "LW092352".

**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 4132-1404-1453, having CD-0.70KW under LT-Domestic category, coming under ESO-Jamankira & 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,

*[Signature]*  
President

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TPWODL, Burla - 768017

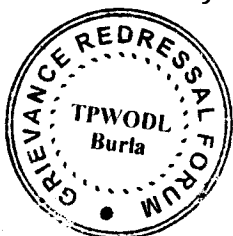
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft records (FG & Samadhan App) that a new meter bearing SL.No." LW092352" was installed & updated in billing during January-2019 & actual bills continued to charge till May-2024. However, provisional & average bills raised previously from Dec-2008 to Dec-2018 were not revised by the Opposite Party till date.
2. A new meter bearing SL.No." TWSP51199415" was installed on 14-Aug-2024, replacing the old defective meter No." LW092352". Actual bills continued to charge thereafter till last billing.

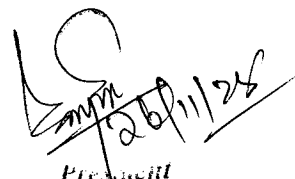
The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from January-2017 to December-2018 are to be revised by the Opposite Party based on the actual monthly average consumption recorded in subsequent meter No." LW092352", 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

1. *The Opposite Party is directed to revise the energy bills charged from January-2017 to December-2018, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW092352", 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.*
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.

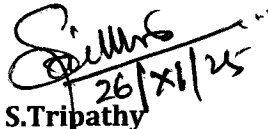
Accordingly, the case is disposed of.

**The opposite party is directed to submit the compliance report to this Forum within one month (by the end of December-2025) from the date of issue of this order.**



**S.K Dora**  
(Co-Opted Member)

*Co-opted Member*  
**Grievance Redressal Forum**  
TPWODL, Burla - 768017  
Copy to:

  
26/11/25

**S.Tripathy**  
Member (Finance)  
Member

**Grievance Redressal Forum**  
TPWODL, Burla - 768017

  
26/11/25

**Ranjan Kumar Naik**  
(President)  
President

**Grievance Redressal Forum**  
TPWODL, Burla - 768017

1. Basanta Kumar Patel, C/O-Mina Patel , At-Tangarani, Po-Bhojpur, Jamankira, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/465/2025)

