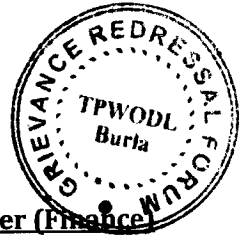


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 484(y)

Date: 26.11.25

Present:

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

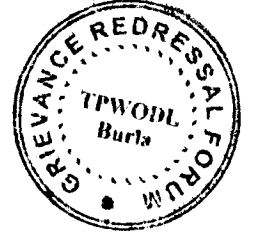
1	Case No.	BRL/466/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jogeswar Sahu At-Jharmunda, Po-Bhojpur Dist-Sambalpur-768107		4132-1403-0146	9438640302
3	Respondent/s	SDO (Elect), Kuchinda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	11.11.2025			
5	In the matter of-	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			

Ranjan Kumar Naik
 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Jamankira

Appeared

For the Complainant- Jogeswar Sahu



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

GRF Case No- BRL/466/2025

Jogeswar Sahu
At-Jharmunda, Po-Bhojpur
Dist-Sambalpur
Consumer No-4132-1403-0146

COMPLAINANT

VRS

SDO(Electrical), Kuchinda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Jogeswar Sahu 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 Jan-2017 to Oct-2025, a Physical Verification Report carried out on 11.12.25 & 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 Feb-2015 to April-2019.
2. A new meter no "LW230138" was installed in consumer premises on 12.04.2019 and after that bills were done with actual meter reading.
3. The Opposite Party suggested that average bill made from May-2017 to April-2019 may be revised by considering of six months actual reading of meter no "LW230138".

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 4132-1403-0146, having CD-3.00KW under LT-Domestic category, coming under ESO-Jamankira & initial power supply effected on 30.10.2001. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President

Grievance Redressal Forum
TPWODL, Burla - 768017

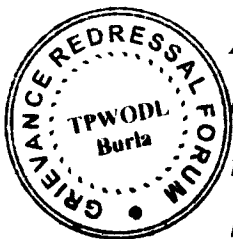
1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensees soft records (FG & Samadhan App) that actual bill was charged previously upto January-2015 based on advanced readings recorded in meter No." 1825917". Thereafter, provisional & average bills raised continuously from February-2015 to April-2019 @103 units/144 units/288 units/324 units on monthly basis which are not revised till date.
2. A new meter bearing SL.No." LW230138" was installed on 12-Apr-2019, replacing the old defective meter No." 1825917". Thereafter, actual bills continued to charge upto January-2022 billing.
3. It was pointed out that the Provisional bills raised subsequently from Feb-2022 to Jun-2023 were already revised by the Opposite Party & Rs. 10378.17/- deducted from the consumer account on 02-05-2025. Actual bills continued to charge thereafter.

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 May-2017 to April-2029 are to be revised by the Opposite Party based on the actual monthly average consumption recorded in subsequent meter No." LW230138", 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 May-2017 to April-2029, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW230138", 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.*



[Signature]
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.

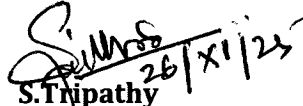
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of December-2025) from the date of issue of this order.



S.K Dora

(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to: -



S. Tripathy

Member (Finance)

Member

Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik

(President)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Jogeswar Sahu, At-Jharmunda, Po-Bhojpur, 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/466/2025)

