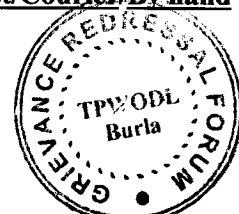


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 84 (4)

Date: 28/02/2025

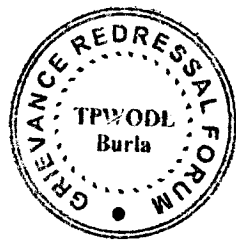
**Present:** Sri A.K.Satapathy, President.  
Sri B.Mahapatra (Co-opted Member),

1	Case No.	BRL/82/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Matia Kisan C/O-Prabhat Kisan At-Jangapud, Po-Malidihi Dist- Jharsuguda-768213		4135-2408-0121	9692642462
3	Respondent/s	SDO(E)-I, JED, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	19.02.2025			
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	19.02.2025			
9	Date of Order	28/02/2025			
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 Raghunathpali, JED, Jharsuguda



**Appeared**

**For the Complainant-** Matia Kisan  
Represented by Prabhat Kisan

**For the Respondent -** SDO(E)-I, JED, Jharsuguda

**GRF Case No- BRL/82/2025**

Matia Kisan  
C/O- Prabhat Kisan  
At-Jangapud, Po-Malidihi  
Dist- Jharsuguda.  
Consumer No.- 4135-2408-0121  
**VRS**  
SDO(E)-I, JED, Jharsuguda

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Matia Kisan has appeared in the hearing on Dt. 19.02.2025 at the camp held at ESO Office, Raghunathpali and submitted a written complaint wherein he has stated about billing dispute & the complainant has requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents in this case.

**OBSERVATION**

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-Domestic consumer having CD of 1KW with date of initial power supply on Dt.27.12.2011.

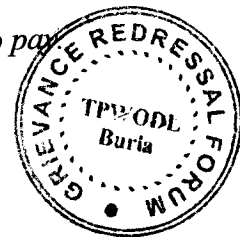
Supply has been in disconnected condition. Average/provisional bills were served from March-2017 to Oct-2020 @ 128 units/month. A new meter bearing SL No LW646600 has been replaced during Nov-2020 and actual meter reading & billing is continuing till date i.e. up to Jan-2025. During actual billing period the six-monthly average consumption is less than the units charged previously.

**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

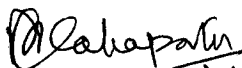
1. *The Opposite Party is directed to revise the energy bills charged from Nov-2018 to Oct-2020 by taking six monthly consumptions succeeding the date of meter installation as per clause No 155 of OERC Distribution (Conditions of Supply), Code,2019, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any & instalments may be permitted for reconnection of power supply.*
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 from the date of the issue of this order



B. Mahapatra

(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017

Copy to:

1. Matia Kisan, C/O- Prabhat Kisan, At-Jangapud, Po-Malidihi, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda 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.



A.K. Satapathy

(President)

President

Grievance Redressal Forum

TPWODL, Burla - 768017

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, 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) or Odisha Electricity Regulatory Commission At-Plot No-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/82/2025)