

**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: 31.12.25

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 568(4)

Present:

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

1	Case No.	BRL/538/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chakradhar Mallik At-Basupali, Po-Dalgaon,Via-Bandhabahal, Dist-Jharsuguda-768211		4172-2503-0222	9938232083
3	Respondent/s	S.D.O (Elect), Belpahar,TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	12.12.2025			
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	12.12.2025			
9	Date of Order	31.12.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Belpahar, TPWODL, Brajrajnagar

Appeared

For the Complainant- Chakradhar Mallik

For the Respondent - SDO(Elect.),Belpahar, TPWODL.

GRF Case No- BRL/538/2025

Chakradhar Mallik

At-Basupali,

Po-Dalgaon,Via-Bandhabahal,

Dist-Jharsuguda-768211

Consumer No-4172-2503-0222

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Chakradhar Mallik appeared in the Camp Court hearing held at SDO Office Belpahar, under ESO-Belpahar, on Dt. 12.12.2025. The complainant submitted during course of hearing in brief as follows:

1. To revise the old bills generated with high readings earlier

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted a Physical Verification Report carried out on 15.12.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The date of power supply to the consumer is 01.01.1990.
2. As per the consumer complain the monthly billing sequence of previous years was abnormal for which arrear has been accumulated.
3. The opposite party suggested that, the bills from Oct'2016 to Nov'2022 may be revised by recast the total KWH units by taking IMR as "6880"Kwh as on Oct'2016 and FMR as "22181"Kwh as on Nov'2022 of meter sl. No."8130994" over the period.

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 4172-2503-0222, having CD-2KW under LT-DOMESTIC category, coming under ESO-Bandhabahal & 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,

- 1) The date of initial power supply is 01/10/1990 with no meter installed. Average bills were generated up to April-May/2004 on Without Meter status.
- 2) A meter having sl. no. 1830633 was installed during June-July/2004 and actual bill continued up to Oct-Nov/2011. Then average bills were raised from Dec-Jan/2012 to Oct-Nov/2012, which was subsequently revised with credit sundry of Rs 8105/-

- 3) Again, a meter having sl. no. 8130994 was installed during Dec-Jan/2013 and actual billing continued up to November-2022. During this period high bills were generated due to absurd readings done by meter reader. Then after provisional bills were generated from December-2022 to February-2023 with a remark 'No display on meter'.
- 4) Again, meter having sl. no. TPWODL1068691 was installed on date 05/03/2023. As meter number was not updated in the system, provisional billing continued from March-2023 to June-2023, which was revised subsequently on date 12/07/2023 with a credit sundry of Rs 5399.26. Then onwards actual billing is continued till date.
- 5) So, absurd billing generated during the period October-2016 to November-2022, needs to be re-casted.


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

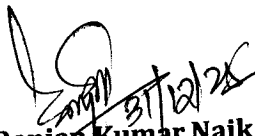
1. The Opposite Party is directed to re-cast the EC bill from Oct-Nov/2016 to November-2022, taking IMR as '6880' KWH on Oct-Nov/2016 and FMR as '22181' KWH, ^{as in Nov-2022} duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
2. The Opposite Party is directed to serve the revised energy charges bill with revised due date, 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 (by the end of Jan-2026) from the date of issue of this order.


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


S.Tripathy
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to: -

1. Chakradhar Mallik, At-Basupali, Po-Dalgaon, Via-Bandhabahal, Dist-Jharsuguda-768211.
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
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/538/2025)

