

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/BNED/ (Final Order)/ 569(4)

Date: 31.12.25

Present:

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

1	Case No.	BRL/539/2025					
2	Complainant/s	Name & Address		Consumer No			
		Suresh Nag C/o- Late Madhu Nag At-Bartap, Po-Banjari Dist-Jharsuguda-768217		4172-1203-2570	7855852022		
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					

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

Appeared

For the Complainant- Suresh Nag
C/o Late Madhu Nag

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

GRF Case No- BRL/539/2025

COMPLAINANT

Suesh Nag
C/o- Late Madhu Nag
At-Bartap, Po-Banjari
Dist-Jharsuguda-768217
Consumer No-4172-1203-2570

OPPOSITE PARTY

VRS
SDO(Electrical), Belpahar, TPWODL.

GIST OF THE CASE

Sri Suresh Nag on behalf of Late Madhu Nag 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 consider the bills generated during supply disconnected.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted ledger copy for the period from May'2008 to Nov'2025, a Physical Verification Report carried out on 16.12.25, photograph of meter with reading "000638" thereon & 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 25.04.2008.
2. As per the consumer complain the power supply was disconnected from 2020 to 2021 but bills had been served during that period.
3. It is verified and found that the consumer had been served Average and Provisional bills from Oct'2011 to Nov'2021 and the power supply was disconnected from 04.10.2021 to 01.01.2024. Then a new meter No."TPWODL1011639" was installed on 02.01.2021 along with reconnection of power supply on the same day.
4. The opposite party suggested that, the Average bill from Dec'2019 to Oct'2021 may be revised as per the monthly average consumption of six months consecutive consumption of meter sl. No."TPWODL1011639" from the date of meter replacement.


President
Grievance Redressal Forum
TPWODL, Barta - 751217

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 4172-1203-2570, having CD-2KW under LT-DOMESTIC category, coming under ESO-Belpahar & initial power supply effected on 25.04.2008. 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 25/04/2008 with installed meter having sl. no. A5534832.
- 2) Actual bills were generated from April-May/2008 to Aug-Sept/2011. Then onwards Provisional/Average bills were generated from Oct-Nov/2011 to Nov-2021 with remarks premises locked/ Meter defective.
- 3) No EC bills were generated from Dec-2021 to Nov-2023.
- 4) Power supply was reconnected on 02/01/2024 with installation of meter having sl. no. TPWODL1011639 and then onwards actual bills are being served till date.
- 5) So, average bills generated prior to Nov-2021, needs to be revised basing upon the consumption of meter having sl. no. TPWODL1011639.

ORDER

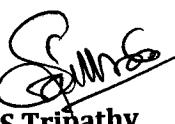
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

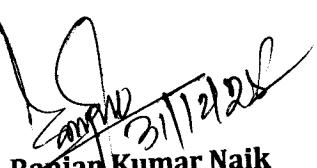
1. *The Opposite Party is directed to revise the EC bill from Nov-dec/2019 to November-2021, taking six months average consumption from the date of installation of the meter having sl.no. TPWODL1011639, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if 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)
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. Suresh Nag, C/o- Late Madhu Nag, At-Bartap, Po-Banjari, Dist-Jharsuguda-768217.
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 Grievance Redressal Forum → BURLA (Case No BRL/539/2025)

