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**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: 31.12.2025

Ref: GRF/Burla/Div/BNED/ (Final Order)/578(4)

Present:

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

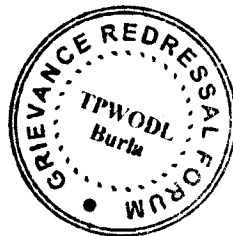
1	Case No.	BRL/570/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanjeeb Bhoi At/Po-Panchagaon, Lakhanpur Dist-Jharsuguda-768226		4172-1302-3696	9938982304
3	Respondent/s	S.D.O (Elect), Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	19.12.2025			
5	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	19.12.2025			
9	Date of Order	31.12.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Panchagaon, TPWODL, Brajrannagar

Appeared

For the Complainant- Sanjib Bhoi

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



GRF Case No- BRL/570/2025

Sanjib Bhoi

At/Po-Panchagaon, Lakhanpur

Dist-Jharsuguda-768226

Consumer No-4172-1302-3696

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sanjib Bhoi appeared in the Camp Court hearing held at ESO Office-Panchagaon, under SDO-Belpahar, on Dt. 19.12.2025. The complainant submitted during course of hearing in brief as follows:


- 1) That reading in old meter was "459" on 11/11/2023, whereas bill was served on 08/11/2023 with reading "723". Consumer has produced snap shot of meter reading to this effect. So, incorrect and average billing for that period may be revised.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted a Physical Verification Report carried out on 19.12.2025, photograph of meter with reading there on which was not clearly visible & 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 05.12.2019.
2. As per the consumer complain he was served the bill of Jun'2023 with wrong meter reading of meter no."WLT165850" as the final reading of the meter was 459Kwh as on 11.11.2023 as per the evidence of Video & photo presented by the consumer in the GRF camp whereas the bill of Jun'2023 was served with meter reading 723Kwh as on 10.07.2023 and the above meter was replaced on 02.12.2023 where the MRT has given the FMR as 723 Kwh by citing the meter as Defective.
3. It is verified and found that the consumer's complaint is genuine as per the evidence presented by him and the meter report and PVR submitted by the ESO & AOC, Panchagaon.
4. The opposite party suggested that, the bill from Jun'2023 to Oct'2023 may be revised as per the monthly average consumption by taking IMR as "206" Kwh on Jun'2023 and FMR as "459"Kwh on Oct'2023 of meter no."WLT165850".


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 4172-1302-3696, having CD-1KW under LT-DOMESTIC category, coming under ESO-Panchagaon & initial power supply effected on 05.12.2019. 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 05/12/2019 with installed meter no. "WLT165850". Actual billing continued up to March-April/2022 duly adjusting the provisional bills in between.
- 2) From May-June/2022 to May-2023, inconsistent actual/provisional bills were served with remark 'reading not taken / not in use'.
- 3) In the month of June-2023, bill was served for 517 units with meter reading of '723'Kwh. Then average billing continued till November-2023 with remark "negative reading".
- 4) Consumer claimed that meter was working and as a proof he produced snapshot of meter reading "459" Kwh on date 11/11/2023.
- 5) A meter having sl. no "BT00005113" was installed on 02/12/2023 and then onwards actual bills are being served to till date.
- 6) Due to wrong reading punched by meter reader in the month of June-2023 and average billing raised for the subsequent period due to negative reading up to Nove-2023, EC bills need to be re-casted and revised 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 re-cast the bill from May-June/2022 to October-2023 taking IMR as "206"KWH on OCT-2023 and FMR as "459"KWH on 11.11.2023 recorded in meter sl. no. "WLT165850", 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

S. Tripathy
Member (Finance)
Member

Ranjan Kumar Naik
(President)
President

Copy to: -

1. Sanjib Bhoi, At/Po-Panchagaon, Lakhanpur, Dist-Jharsuguda-768226.
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/570/2025)

