

**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)/571 (4)

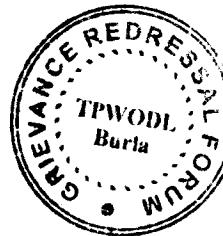
Date: 31.12.2025

Present:

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

1	Case No.	BRL/571/2025					
2	Complainant/s	Name & Address		Consumer No			
		Sadananda Kaanr At/ Po-Basupali,Panchagaon, Dist-Jharsuguda-768226		4172-2304-1246	7848851802		
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					

✓
Ranjan Kumar Naik
President
31.12.2025



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

Appeared

For the Complainant- Sadananda Kaanr

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

GRF Case No- BRL/571/2025

COMPLAINANT

Sadananda Kaanr

At/ Po-Basupali,Panchagaon

Dist-Jharsuguda-768226

Consumer No-4172-2304-1246

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sadananda Kaanr 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 average billing continued from October-2018 and meter was replaced in June-2024. So, bill may be revised accordingly, which enables consumer to pay the arrear dues.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted ledger copy for the period from Oct'2018 to Nov'2025, a Physical Verification Report carried out on 17.12.25 & 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 24.08.2018.
2. As per the consumer complain he was served average bills from the date of power supply i.e 2018 to 2024. So, he has requested for correction of the average bills.
3. It is verified and found that the initial power supply was given to the consumer without meter(WM) from Aug'2018 to Oct'2019. Then a new meter no."LW039661" was installed on 07.11.2019 but the billing was not served as per actual consumption of the meter. Then another new meter no."TWNX305113" was installed on 12.03.2024 and the billing is continuing actual basis till date.
4. The opposite party suggested that, the bill from Aug'2018 to Jun'2020 may be revised as per the monthly average consumption of six months consecutive of meter no."TWNX305113" from the date of meter replacement as the actual consumption of the old meter no."LW039661" prior to the revision period is not available for consecutive six months.

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 4172-2304-1246, having CD-1KW under LT-DOMESTIC category, coming under ESO-consumer Panchagaon & initial power supply effected on 24.08.2018. 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 24/08/2018 with no meter installed and average billing continued up to May-June/2020 with 144 units/month.
- 2) A meter having sl.no. "LW039661" was installed on 07/11/2019 and actual bills were generated from July-Aug/2020 to Sept-Oct/2020. Again, provisional bills were generated from Nov-Dec/2020 to May-June/2022 with remarks premises locked/ reading not taken.
- 3) No EC bills were generated from July-Aug/2022 to April-2024 except the month of Feb-2023.
- 4) A meter having sl. no "TWNX305113" was installed on 12/03/2024 and then onwards actual bills are being served to till date.
- 5) Due to inconsistent & average bills were generated from Nov-Dec/2020 to April-2024 and no actual bills for continuously six-months were available with meter no "LW039661", the bills for the period Oct-2018 to May-June/2020 need to be revised basing upon the average consumption of meter having sl. no. "TWNX305113".

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 October/2018 to May-June/2020, taking six months average consumption from the date of installation of the meter having sl.no. "TWNX305113", 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

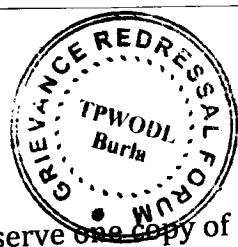


S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017



Copy to:-

1. Sadananda Kaanr, At/ Po-Basupali, Panchagaon, 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/571/2025)