

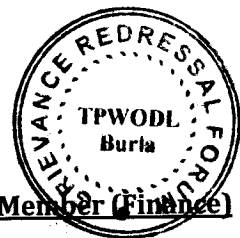
Grievance Redressal Forum

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)/ 595 (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/572/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Suresh Ku. Agarwalla At-Dumerdhipa, Po-Panchagaon Dist-Jharsuguda-768226		4172-1309-4418	9938771136
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	31.12.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

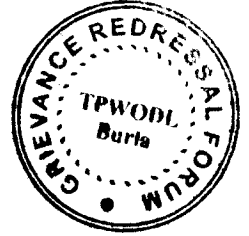
[Signature]
President
31/12/25

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

Appeared

For the Complainant- Suresh Kumar Agarwalla

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



GRF Case No- BRL/572/2025

Suresh Kumar Agarwalla

At-Dumerdhipa,

Po-Panchagaon

Dist-Jharsuguda-768226

Consumer No-4172-1309-4418

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Suresh Kumar Agarwalla 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 in January-2023, a bill was served with an amount Rs 19,335/-. So, bill may be rectified 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 Feb'2001 to Nov'2025, a Physical Verification Report carried out on 10.12.25 & 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 he was served a huge bill of Rs 19,335/- in Jan'2023 despite zero arrear up to Dec'2022. So, he has requested for correction of the abnormal bill.
3. It is verified and found that the consumer was availing power supply from 1990 to Mar'2011 with different meter and the arrear was clear up to Mar'2011. Then in Apr'2011 a new meter no."8046181" was installed and billing is continuing with the meter till date as per the FG, billing record and PVR submitted by the Section Office. The consumer was served monthly bills on actual and provisional bills till Jul'2022 with adjustment of the provisional bills. But in Jan'2023 the consumer was served a bill of Rs 19,335/- of 4955 units for 17 months despite payment of the provisional bills of those 17 months for which the consumer has complaint.
4. The opposite party suggested that, the accumulated reading of KWH "11865" up to Jan'2023 may be recasted from the month of meter installation i.e Apr'2011 to Jan'2023 by taking the IMR & FMR of that period.

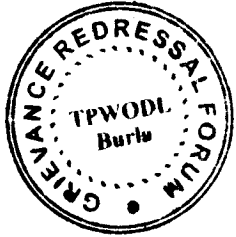
President

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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 4172-1309-4418, having CD-2KW under LT-DOMESTIC category, coming under ESO-Panchagaon & 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,

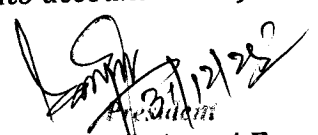
- 1) The date of initial power supply is 01/01/1990. With meter no. "WESCO169931", actual bills were generated up to Nov-Dec/2001 and average bills were served from Jan-Feb/2002 to May-June/2004.
- 2) A meter having sl.no. "1831643A" was installed during July-Aug/2004 and actual bills were served up to July-Aug/2005. Again, average bills were generated from Sept-Oct/2005 to Dec-Jan/2009 and from Feb-Mar/2009 to Aug-Sept/2009, actual bills were served.
- 3) A meter having sl.no. "527312" was installed during Oct-Nov/2009 and provisional bills were served from Dec-Jan/2010 to Feb-March/2011.
- 4) A meter having sl. no "8046181" was installed during April-May/2011 and actual bills are being served to till date.
- 5) As seen from database, a penalty amount of Rs 14,700/- was paid by consumer on 30/03/20 for which the amount was debited to consumer account in the month June-July/2018.
- 6) It is also seen that, readings, after Aug-Sept/2018 to January-2023, are inconsistent and billing on accumulated reading happened on January-2023.
- 7) Due to inconsistent reading, bills were generated from Aug-Sept/2018 to January-2023 needs to be re-casted keeping in-view of consumer complain.



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-caste the EC bill from Aug-Sept/2018 to January/2023, taking IMR as "5208" Kwh on Aug-Sept/2023 and FMR as "11865" Kwh on January-2023 as recorded in the meter having sl.no. '8046181', 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.


Grievance Redressal Forum
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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.

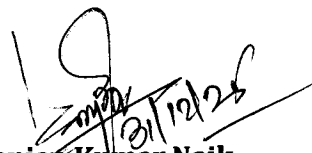
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Jan-2026) from the date of issue of this order.



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. Suresh Kumar Agarwalla, At-Dumerdhipa, Po-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/572/2025)

