

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 593(4)

Date: 31/12/25

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

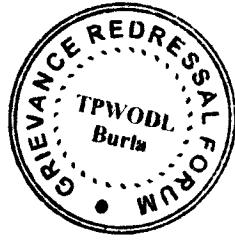
1	Case No.	BRL/573/2025				
2	Complainant/s	Name & Address Krushna Chandra Sahoo At/ Po -Bijapali,Belpahar Dist-Jharsuguda-768226	Consumer No 4172-1302-3991	Contact No. 8114849350		
3	Respondent/s	S.D.O (Elect), Belpahar,TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	19.12.2025				
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				

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

Appeared

For the Complainant- Krushna Chandra Sahoo

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



GRF Case No- BRL/573/2025

COMPLAINANT

Krushna Chandra Sahoo
At/ Po -Bijapali,Belpahar
Dist-Jharsuguda-768226
Consumer No-4172-1302-3991

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Krushna Chandra Sahoo 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 old arrears accumulated due to average/provisional billing and high bill raised one time. 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 Feb'2001 to Nov'2025, a Physical Verification Report carried out on 08.12.25 & 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 year was abnormal for which arrear has been accumulated.
3. The opposite party suggested that, the bills from Mar'2015 to Jun'2020 may be revised by recast the total Kwh units by taking IMR as "0"Kwh on Mar'2015 and FMR as "6000"Kwh on Jun'2020 of meter no."8150545" 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 4172-1302-3991, 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. "WESCO169780", actual billing raised up to Nov-Dec/2001 and from Jan-Feb/2001 to May-June-2004 average bills were raised due to meter defective.

2. A meter having sl.no. "1940915" was installed on July-Aug/2004 and actual bills continued up to Mar-April/2007. Then onwards average bills were raised from May-June/2007 to Jan-Feb/2015 due to meter defective.
3. A meter having sl.no. "8150545" was installed on Mar-April/2015 and actual bills continued up to May-June/2020.
4. A meter having sl.no. "LW376846" was installed on July-Aug/2020 and actual bills continued up to February-2025.
5. A meter having sl. no "TWB132024" was installed on March-2025 and then onwards actual bills are being served to till date.
6. The average bills generated between Jan-Feb-2001 and May-June-2004 needs revision. Some high billing raised between Mar-April/2015 and May-June/2020 due to inconsistent reading, 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 revise the EC bill from July-August/2002 to May-June/2004, taking six months average consumption from the date/month of installation of the meter having sl.no. "1940915", 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 re-cast the EC bill from March-April/2015 to May-June/2020, taking IMR as "0"Kwh in March-April/2015 and FMR as "6000"Kwh in May-June/2020 of the meter having sl.no. "8150545", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
3. *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.*
4. *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

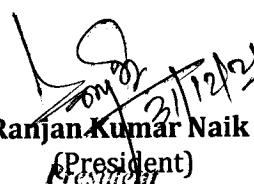
*Grievance Redressal Forum
Final Order GRC Case No. BRL/573/2025
TPWODL, Burla - 768017*



S.Tripathy
Member (Finance)

Member

*Grievance Redressal Forum
TPWODL, Burla - 768017*



Ranjan Kumar Naik
(President)

*Grievance Redressal Forum
TPWODL, Burla - 768017*

Copy to: -

1. Krushna Chandra Sahoo, At/ Po -Bijapali,Belpahar,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/573/2025)