

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

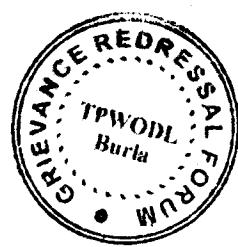
Ref: GRF/Burla/Div/BNED/ (Final Order)/ 594 (4)

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/574/2025				
2	Complainant/s	Name & Address	Consumer No	Contact No.		
		Janek Deheri C/o- Naba Kishor Deheri At/ Po-Pithinda Block-Lakhanpur Dist-Jharsuguda-768226	4172-2307-0610	7869063826		
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				



**Appeared**

For the Complainant- Janek Deheri  
C/o Naba Kishor Deheri  
For the Respondent - SDO(Elect.),Belpahar, TPWODL.

**GRF Case No- BRL/574/2025**

**COMPLAINANT**

Janek Deheri  
C/o- Naba Kishor Deheri  
At/ Po-Pithinda  
Block-Lakhanpur  
Dist-Jharsuguda-768226  
Consumer No-4172-2307-0610

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Naba Kishor Deheri on behalf of Janek Deheri 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. The complainant has raised objection regarding abnormal energy bill charged previously in September-2024 wherein Rs.17208.09/- was added to his account wrongly which has elevated the arrear position.
2. To revise the above EC bill as per actual meter consumption recorded

**Previous Complain, if any:** Not Available

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted ledger copy for the period from Sep'2014 to Nov'2025, a Physical Verification Report carried out on 09.12.25 & 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 01.07.2014.
2. As per the consumer complain he was served a sundry of Rs 17,208/- in Sep'2024 despite the monthly bills on actual basis and average bills were served to him from 2015 to 2021 which has not been adjusted. So, he has requested for correction of the above disputed bills.
3. It is verified and found that the initial power supply was given to the consumer with meter sl. No."6373924" on actual basis from Jul'2014 to Mar'2015. Then, Provisional and Average bills were served from Apr'2015 to Mar'2019 with the same meter. In the meantime, a new meter no."LW058566" was installed on 11.10.2018 but updated in billing later in May'2019. The billing was continuing actual & provisional basis up to Jan'2021 along with adjustment of the PL bills. But, in Mar'2021, a back Kwh reading was given for which a wrong bill of 694 units has been served which has not been adjusted. Then PL & AV bill was served with the same meter till Apr'2023. Then a new meter no."TPWODL1178449" was installed on 06.06.2023

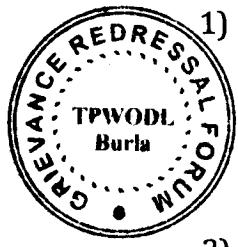
President  
Grievance Redressal Forum  
TPWODL, Burla - 752001

and the bill from Jul'2021 to May'2023 was revised and a debit sundry of Rs 17,208/- was given for the period. But, the PL & Av bill from Apr'2015 to Mar'2019 and the wrong bill of Mar'2021 has not been revised.

4. The opposite party suggested that, the bill from Apr'2017 to Mar'2019 may be revised as per the monthly average consumption of the meter no."LW058566" by taking IMR as "0"Kwh as on Oct'2018(11.10.2018) and FMR as "269"Kwh as on Jul'2020(11.08.2020) and the bill of Mar'2021 may be revised as per monthly average consumption of six months consecutive consumption of meter no."TPWODL1178449" from the date of meter replacement.

#### 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 4172-2307-0610, having CD-0.04KW under LT-DOMESTIC category, coming under ESO-Panchagaon & initial power supply effected on 01.07.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,



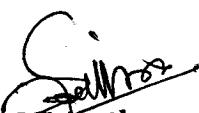
- 1) On scrutinizing the case in detail & as per objection filed by the complainant, the Forum observed from the licensee's available soft records (FG & Samadhan App) that May-2021 bi-monthly bill was charged on actual basis as per advanced consumption recorded in meter SL.No."LW058566".
- 2) Thereafter, provisional & average bills charged from June-2021 to April-2023 with bi-monthly average of less than 10 units.
- 3) That, a new meter having SL. No." TPWODL1178449" was installed on 06-Jun-2023, replacing the old meter No." LW058566" & actual bills continued to charge till last billing upto the reading of kwh"3215".

It was observed from records that provisional/average bills charged prior to two years from the date installation of meter No." TPWODL1178449" i.e. from July-2021 to May-2023 were already revised by the Opposite Party on the basis of actual monthly average consumption recorded in above meter and Rs. 17208.09/- were added to (debited) to the consumer account on 05-10-2024. The Forum on scrutinizing the records and reports available on record construed that necessary bill revisions as carried out by the Opposite Party found to be legitimately charged & in consonance with the regulatory provisions stipulated. Hence, there is no further scope of revision of bills.

*Hence, the case is hereby dismissed.*

*Accordingly, the case is disposed of.*

  
S.K Dora  
(Co-Opted Member)  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**  
Final Order(GRF Case No. BRL/574/2025)

  
S.Tripathy  
Member (Finance)  
Member  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**  
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Ranjan Kumar Naik  
(President)  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to:-**

1. Janek Deheri, C/o- Naba Kishor Deheri, At/ Po-Pithinda, Block-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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/574/2025)

