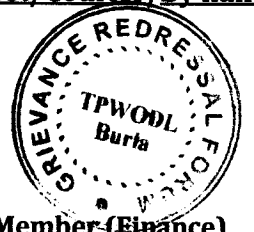


Grievance Redressal Forum

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)/ 13604

Date: 30.03.26

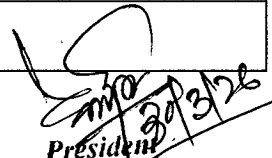
Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/114/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		S.D. Ghosh C/o-C.K.Ghosh At/Po-Gumadera,Belpahar Dist-Jharsuguda-768218		4172-2401-0002	
3	Respondent/s	S.D.O (Elect),Belpahar ,TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	25.02.2026			
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	25.02.2026			
9	Date of Order	30.03.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017



Place of Camp: SDO Office, Belpahar, TPWODL

Appeared

For the Complainant- S.D.Ghosh
Represented by C.K.Ghosh

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

GRF Case No- BRL/114/2026

S.D.Ghosh
C/o-C.K.Ghosh
At/Po-Gumadera, Belpahar
Dist-Jharsuguda-768218
Consumer No-4172-2401-0002

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri C.K.Ghosh on behalf of G.D.Ghosh appeared in the Camp Court hearing held at SDO Office, Belpahar on 25.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal energy bills charged previously but, failed to submit the period & nature of dispute.
- 2) To revise the EC bills as per actual meter consumption recorded.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted Physical Verification report carried out on 09.03.2026 and written version on 12.03.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply to the consumer is 01.01.1990.
2. As per the consumer, he has served Average & provisional bills for a long period. So, he has requested to revise the bill.
3. As per the available records with us from Mar'2001 onwards, it is verified and found that the consumer has been served Actual bills from Mar'2001 to Jan'2006 in meter no."WESCO217789". Then, a new meter sl.no."C41467" was installed in Feb'2006 and Actual & Provisional bills were served from Feb'2006 to Sep'2011 along with adjustment of Provisional bills during the period. But, the billing sequence was quite abnormal.
4. The power supply was disconnected from Oct'2011 to Feb'2026 as per the FG data base.
5. The Power supply was reconnected on 05.03.2026 after payment of arrear of Rs 20,000/- on 20.02.2026.

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 4172-2401-0002, having CD-1.10KW under LT- GENERAL PURPOSE < 110 KVA category, coming under ESO- Gumadera & 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) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that actual bills were raised upto Nov-2005 billing, considering the advanced reading recorded in meter SL.No." WESCO217789", with some provisional bills charged intermittently. Then, a new meter SL.No."C41467" was installed during Feb/March-2006 & provisional/actual bills charged intermittently upto Sept-2011. However, provisional bills were not adjusted fully during the subsequent billing period. The last actual bill raised in July-2011, taking the current reading of kwh" 5536", as recorded in above mentioned meter.
- 2) Thereafter, no bill units were charged from Oct-2011 to Feb-2026 billing, as the power supply remained disconnected. The Opposite Party in their reply submission confirmed that the supply was restored on 05.03.2026 after the payment of Rs.20,000/- was made by the complainant. on 20.02.2026. The ledger abstract revealed that a new meter SL.No. "TWSU51078264" was installed on 07-Mar-2026, replacing the old meter SL.No." C41467".

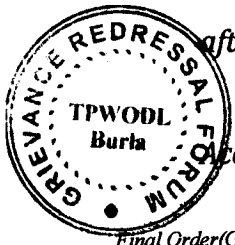
The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Oct-2007 to July-2011 to be recasted based on actual monthly average consumption recorded in meter SL.No." C41467" to redress the grievances in an efficacious manner.

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 recast the energy bills charged from Oct-2007 to July-2011 on actual monthly average basis, considering initial reading of kwh"000896" as in Oct-2007 & final reading of kwh"5536" as in Jul-2011 billing, recorded in meter SL.No." C41467", 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 within 30 days from the issue of this Order, duly considering the applicable tariff during the period, considering 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.

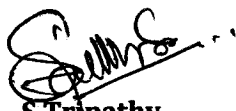


President
Grievance Redressal Forum
TPWODL, Burla - 768017

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Apr-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. S.D.Ghosh, C/o-C.K.Ghosh, At/Po-Gumadera, Belpahar, Dist-Jharsuguda-768218.
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, Brajarajnagar.
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/114/2026)

