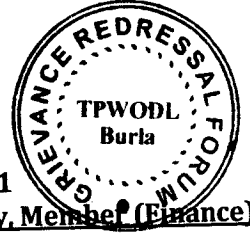


Grievance Redressal Forum  
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 13104

Date: 30.03.26

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

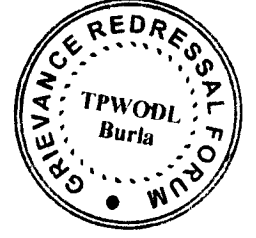
1	Case No.	BRL/115/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mangula Ch. Sahu C/o-Susanta Sahu At/Po-Jorabaga,Gumadera,Belpahar Dist-Jharsuguda-768218		4172-2404-0049	7008083779
3	Respondent/s	S.D.O (Elect),Belpahar ,TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	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			

Grievance Redressal Forum  
TPWODL, Burla - 768017

Place of Camp: SDO Office, Belpahar, TPWODL

**Appeared**

For the Complainant- Mangula Ch. Sahu  
Represented by Susanta Sahu



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

**GRF Case No- BRL/115/2026**

Mangula Ch. Sahu  
C/o- Susanta Sahu  
At/Po- Jorabaga, Gumadera, Belpahar  
Dist-Jharsuguda-768218  
Consumer No-4172-2404-0049

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Susanta Sahu on behalf of Mangula Ch. Sahu 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 in October-2001 & provisional/average bills charged subsequently but, failed to submit the period of dispute emphatically.
- 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 05.03.2026 and written version on 09.03.2026 in this case. In reply to the case the opposite party submitted the following facts.

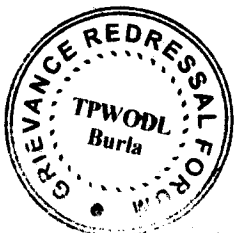
1. The date of power supply to the consumer is 01.01.1990.
2. As per the consumer complain, he has served abnormal bill in Oct'2001. Then afterwards Average & Provisional bills also served to him. So, he has requested to revise the bill.
3. It is verified and found that the consumer has been served abnormal bill of "6121" units on "U" code basis for Sep-Oct'2001 bi-monthly in reference to Meter sl. no."69991" and Average bill served from Sep'2002 to Jun'2004. Then, a new meter sl. no."182442" was installed in Jul'2004 and abnormal bills were served from Nov'2008 to May'2009 in the meter and Provisional and Average bills served from Jun'2009 to Jan'2011. Then, a new meter Sl. no."373798" was installed in Feb'2011 and Provisional & Average bills were served from Jun'2011 to Jan'2014 in the same meter. Then, a new meter sl.no."WES20478" was installed in Feb'2014 and Provisional & Average bills were served from Oct'2017 to Jun'2019 in the same meter.

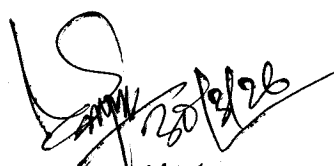
4. The power supply was disconnected from Jul'2019 to Jan'2026 as per FG data base.
5. The power supply was reconnected on 22.02.2026 and a new meter no."TWSU11003358" was installed on 17.02.2026

### 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 4172-2404-0049, having CD-2KW under LT- DOMESTIC 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 a new meter SL.No." 69991" was installed & updated in billing during May/June-2001. However, abnormal bill of "6121" units charged subsequently in Sept/Oct-2001, considering the current reading of kwh" 6471" as recorded in above mentioned meter. The Opposite Party failed to submit the exact date of installation of above meter so as to scrutinize/determine the accuracy of the same meter. The complainant also could not provide any details this effect. That, meter readings were then advanced upto kwh" 7257", as recorded in Aug-2002 billing.
- 2) It was noticed that average bills were then charged from Sept/Oct-2002 to June-2004, that were not revised/adjusted in subsequent billing period.
- 3) That a new meter bearing SL.No." 1824427" was installed & updated in billing during July/Aug-2004. Actual bills continued to charge till May-2009, upto kwh" 29034". But, provisional/average bills continuously raised thereafter from June-2009 to Jan-2011 with different units from time to time.
- 4) That, another new meter SL.No." 373798" was installed during Feb-2011 billing that was replaced subsequently during Feb-2014 with a new meter SL.No." WES20478".
- 5) The Opposite Party certified that the power supply remained disconnected from Jul-2019 to Jan-2016 & was later reconnected on 22.02.2026.
- 6) The ledger abstract indicated that a new meter SL.No." TWSU11003358" was installed in the premises on 25-Feb-2026.
- 7) The Physical Verification Report dtd. 05.03.2026 indicated that the existing meter having SL.No." TWSU11003358" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000055".



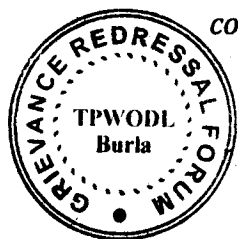
  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017


The Forum on scrutinizing the records, reports available on record construed that the accumulated units of kwh"29034" recorded in meter SL.No."1824427" upto May-2009 billing are to be recasted on actual monthly average basis. The Average bills charged from June-2009 to Jan-2011 are to be revised as per actual monthly average consumption recorded in next to subsequent meter No." 373798" (i.e. meter SL. No." WES20478" to be considered for revision of above period bills, as meter No." 373798" was having very less period of actual consumption recorded for deriving the consumption pattern). The average bills charged from Feb-2012 to Jan-2014 also to be revised as per meter No." WES20478". Further, the average bills charged from Oct-2017 to June-2019 also to be revised as per subsequent meter SL.No."TWSU11003358", to redress the grievances accordingly.

### **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 accumulated consumption of "29034" units as recorded in May-2009 billing, on actual monthly average basis, from the date/month of installation of meter SL.No."1824427", 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 revise the energy bills charged from June-2009 to Jan-2011, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." WES20478", from the date/month of installation of the same, 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 revise the energy bills charged from Feb-2012 to Jan-2014, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." WES20478", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
4. *The Opposite Party is directed to revise the energy bills charged from Oct-2017 to June-2019, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWSU11003358", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
5. *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.*



  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

6. 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 six months (by the end of September-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. Mangula Ch. Sahu, C/o- Susanta Sahu, At/Po- Jorabaga, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/115/2026)

