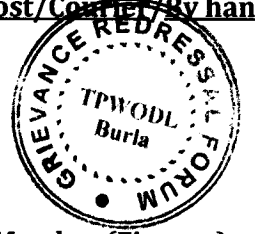


Grievance Redressal Forum

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)/ 102(4)

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/116/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Md. Siddiqui At/Po-Khamarpada, Gumadera,Belpahar Dist-Jharsuguda-768218		4172-2401-0192	9853752460
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			

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Belpahar, TPWODL

Appeared

For the Complainant- Md. Siddiqui

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



GRF Case No- BRL/116/2026

Md. Siddiqui

At/Po- Khamarpada, Gumadera, Belpahar

Dist-Jharsuguda-768218

Consumer No-4172-2401-0192

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Md. Siddiqui 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 during the line disconnected period from July-2021 to Jan-2026 & also provisional/average bills charged from March-2019 to Oct-2020.
- 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 12.03.2026 and written version on 12.03.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. The date of power supply to the consumer is 01.01.1990.
2. As per the consumer complain, he has served provisional bill in from Mar'2019 to Oct'2020. Also abnormal bills were served during the disconnected period from Jul'2021 to Jan'2026. So, he has requested to revise the bill.
3. It is verified and found that the consumer has been served abnormal bill & Average bills from Apr'2001 to Dec'2006 in reference to meter sl. no."WESCO218119" which has been completed ROUND in Jul'2003 and continuing afterwards till Apr'2011.
4. Then, a new meter sl.no."8049038" was installed in May'2011. He has been served provisional bills from Nov'2015 to Jun'2017 in the same meter but has not been adjusted.
5. Then, a new meter sl. no."WLT015673" was installed in Jul'2017. He has been served provisional bills & abnormal bills from Mar'2019 to Jun'2021 in the same meter but has not been adjusted.
6. The Power supply was disconnected from Jul'2021 to Jan'2026 as per FG data base.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

7. The power supply was reconnected on 16.02.2026 and a new meter no."TWSU11003353" was installed on 25.02.2026.

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 4172-2401-0192, having CD-4KW 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 provisional/average & actual bills charged intermittently with erratic consumption pattern from April-2001 to Dec-2006, taking the consumption recorded in meter SL.No."WESCO218119", without full auto-adjustment of provisional bills in subsequent billing periods. That, provisional/average bills subsequently charged from Jan-2007 to April-2011. That, a new meter SLNo." 8049038" installed during May-2011 & actual bills charged afterwards. However, provisional/average bills charged from Nov-2015 to June-2017 were not revised subsequently.
- 2) It was revealed that a new meter SL.No." WLT015673" was installed & updated in billing during July-2017.
- 3) That, provisional/average & actual bills were again charged intermittently from Mar-2019 to June-2021 & provisional bills raised afterwards from July-2021 to March-2022.
- 4) The Opposite Party certified that the power supply remained disconnected from Jul-2021 to Jan-2026 & was later reconnected on 16.02.2026 with a new meter installed at site bearing SL.No." TWSU11003353".
- 5) The ledger abstract indicated that power theft was detected during an inspection on dtd. 20-Jun-2022 & the case was closed with final payment of Rs. 24620/-.
- 6) The Physical Verification Report dtd. 12.03.2026 indicated that the existing meter having SL.No." TWSU11003353" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000142".

The Forum on scrutinizing the records, reports available on record construed that the accumulated units of kwh"10815" recorded in meter SLNo." WESCO218119" from April-2001 to Dec-2006 billing are to be recatsed on actual monthly average basis. The Average/provisional bills charged from Nov-2015 to June-2017 are to be revised as per actual monthly average consumption recorded in subsequent meter No." WLT015673". Further, the average/provisional bills charged from March-2019 to June-2021 also to be revised as per meter No." WLT015673", taking initial reading of kwh"6886" & final reading of kwh"10501". Again, the provisional bills charged during the line disconnected period

from July-2021 to Mar-2022 are to be withdrawn by the Opposite Party, except the monthly fixed charges so levied, 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 "10815" units recorded in meter SL.No." WESCO218119" for the period from April-2001 to Dec-2006 on actual monthly average basis, considering initial reading of kwh"5506" & final reading of kwh"6322"(i.e. (9999 units - 5506 units) + 6322 units = 10815 units), 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 Nov-2015 to June-2017, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No. " WLT015673", 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 recast the energy bills charged from March-2019 to June-2021, recorded in meter meter No." WLT015673" on actual monthly average basis, taking initial reading of kwh"6886" as in March-2019 & final reading of kwh"10501" as in June-2021, 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 & withdraw the energy bills charged from July-2021 to March-2022 billed during no power supply period as certified by the Opposite Party, except the monthly fixed charges so levied, 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.

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.

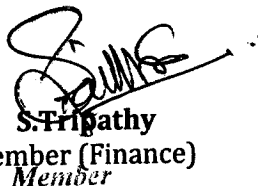
Accordingly, the case is disposed of.

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



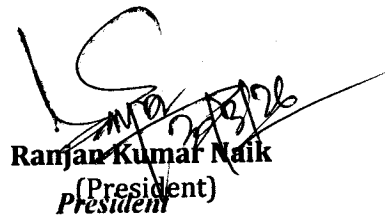
S.K Dora
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017
Final Order(GRF Case No. BRL/116/2026)



S. Tripathy
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017
Page 4 of 5



Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Md. Siddiqui, At/Po- Khamarpada, 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/116/2026)

