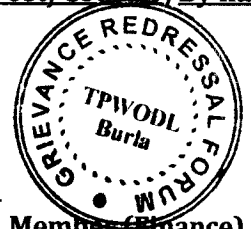


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 12944

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/117/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Santosh Kumar Panigrahi At/Po-SabjeeMarket,Gumadera, Belpahar Dist-Jharsuguda-768218		4172-2401-0318	9437209874
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

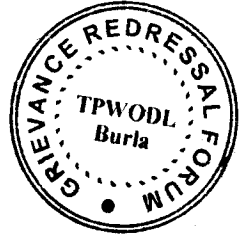
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Belpahar, TPWODL

Appeared

For the Complainant- Santosh Kumar Panigrahi

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



GRF Case No- BRL/117/2026

Santosh Kumar Panigrahi
At/Po- Sabjee Market, Gumadera, Belpahar
Dist-Jharsuguda-768218
Consumer No-4172-2401-0318

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Santosh Kumar Panigrahi 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 & average energy bills charged previously but, failed to submit the period & nature 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 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 25.03.1999.
2. As per the consumer complain, he has served abnormal High bills from 2010 to 2012. So, he has requested to revise the bill.
3. It is verified and found that the consumer has been served very high units of bills on Provisional and average basis from Jul'2008 to Dec'2012@656 units p.m.
4. The power supply was disconnected from 31.08.2021 to 02.12.2025 as per the FG data base.
5. The power supply was reconnected on 17.02.2026 and a new meter no."TWSP51317387" was installed on dt. 03.12.2025.

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 4172-2401-0318, having CD-4.50KW under LT- GENERAL PURPOSE < 110 KVA category, coming under ESO- Gumadera & initial power supply effected on 25.03.1999. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

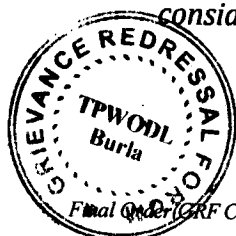
- 1) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that provisional & average bills charged continuously from July-2008 to Dec-2012 @656 units/month that have not been revised which led to accumulation of huge arrear outstanding.
- 2) The ledger abstract revealed that a new meter SL.No." OEBP2082" was installed & updated during Dec/Jan-2013 billing, replacing the old meter SL.No."2026050". That, another meter SL.No." WCV23784" was installed subsequently during April-2015 & actual bills charged upto Oct-2015. No monthly bill units were raised thereafter from Nov-2015 to Oct-2025.
- 3) The Opposite Party certified that the power supply was reconnected on 17.02.2026 with a new meter installed at site bearing SL.No." TWSP51317387". The Physical Verification Report dtd. 12.03.2026 revealed that the above meter has been found in running condition with advanced reading recorded as kwh"000471".

The Forum on scrutinizing the records, reports available on record construed that the provisional/average energy bills charged limited upto & including two years prior to installation subsequent meter SL.No." OEBP2082" are to be revised as per Regulation 155, 157 of OERC Distribution(Conditions of Supply)Code,2019, 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 revise the energy bills charged from January-2011 to December-2012 based on succeeding six months actual monthly average recorded in meter SLNo." OEBP2082", 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.*
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.

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. Santosh Kumar Panigrahi, At/Po- Sabjee Market, 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/117/2026)

