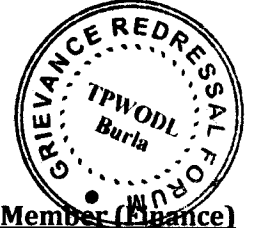


Grievance Redressal Forum

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)/ 130(4)

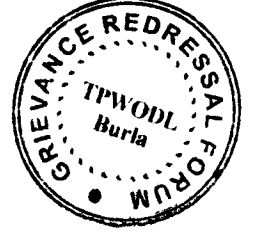
Date: 30.03.26

Present:

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

1	Case No.	BRL/118/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ganeswar Kalo C/o-Thabir Kalo At/Po-Jamkani,Jorabaga, Belpahar Dist-Jharsuguda-768217		4172-2402-0024	9178378755
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			

Place of Camp: SDO Office, Belpahar, TPWODL



Appeared

For the Complainant- Ganeswar Kalo
Represented by Thabir Kalo

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

GRF Case No- BRL/118/2026

Ganeswar Kalo
C/o-Thabir Kalo
At/Po- Jamkani, Jorabaga, Belpahar
Dist-Jharsuguda-768217
Consumer No-4172-2402-0024

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Thabir Kalo on behalf of Ganeswar Kalo 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 & provisional energy bills charged previously during the year 2007 to 2008.
- 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 excess bills from Jul'2007 to Feb'2008. So, he has requested to revise the bill.
3. It is verified and found that the consumer has been served abnormal bills @4209 units on "L" code basis from Jul'2007 to Feb'2008 and served Provisional & Average bills from May'2017 to May'2022.
4. The power supply was disconnected from 28.07.2022 to 16.02.2026 as per FG data base.
5. The power supply was reconnected on 17.02.2026 and a new meter No "TWSU51050201" was installed on 17.02.2026.

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 4172-2402-0024, 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,

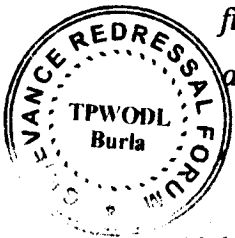
- 1) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that provisional bills charged continuously from July-2007 to Feb-2008 @4209 units/month due to no advancement of readings recorded in meter SL.No. "WESCO169020", that were been revised afterwards which led to accumulation of huge arrear outstanding. That, March-2008 bill charged on actual basis, auto-adjusting only two months provisional bills raised. The meter readings were then Advanced upto kwh"26368", recorded upto June-2015 billing.
- 2) The ledger abstract revealed that a new meter SL.No." WCV36760" was installed & updated during Sept-2015 billing, replacing the old meter SL.No." WESCO169020".
- 3) That, provisional/average bills further charged from MAY-2017 to May-2022 billing.
- 4) It was observed that the power supply was disconnected on 28.07.2021 & later, reconnected on 17.02.2026.
- 5) That, a new meter SL.No." TWSU51050201" was installed on 17-Feb-2026, replacing the old meter No." WCV36760".

The Forum on scrutinizing the records, reports available on record construed that the Opposite Party is required to recast the energy bills charged from March-2002 to June-2015 on actual monthly average basis, considering the consumption recorded in meter SLNo."WESCO169020". Again, the provisional/average energy bills charged from June-2020 to May-2022 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 recast the energy bills charged from March-2002 to June-2015 on actual monthly average basis, considering initial reading of kwh"1308" as in March-2002 & final reading of kwh"26368" as in June-2015, recorded in meter SIno." WESCO169020", 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-2020 to May-2022 based on succeeding six months actual monthly average recorded in meter SL.No. "TWSU51050201", 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 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.
4. 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. Thabir Kalo, C/o- Ganeswar Kalo, At/Po- Jamkani, Jorabaga, Belpahar, Dist-Jharsuguda-768217.
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:Bhojnagar, 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/118/2026)

