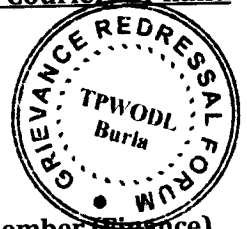


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [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)/ 134(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/120/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sankar Behera At/Po- Jorabaga, Belpahar Dist-Jharsuguda-78628	4172-2404-0704	7751994862	
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- Sankar Behera

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

**GRF Case No- BRL/120/2026**

Sankar Behera

At/Po- Jorabaga,Belpahar

Dist-Jharsuguda-78628

Consumer No-4172-2404-0704

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Sankar Behera 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 submit emphatically 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 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 22.04.2012.
2. As per the consumer complain, he has served abnormal and average bills from the date of supply for which he has such a huge outstanding. So, he has requested to revise the bill.
3. It is verified and found that the consumer has been given the initial power supply with meter sl. no."OEB04533" on 22.04.2012 and the same meter is continuing in billing till Sep'2025. But, the billing sequence from the date of supply to Sep'2025 was not normal. It is seen that he has served bills on Actual(AC) basis from Apr'2012 to Oct'2015. Then from Nov'2015 to Jan'2021, Average(AV) and Provisional(PL) bills were served in the same meter. From Feb'2021 to Aug'2025 bills were raised on "zero" unit basis in the same meter. In Sep'2025 an Actual bill with FMR "26806"Kwh was raised with the same meter and there is no meter replacement was taken place in the above period.
4. So, in the above it is presumed that the supply was continuing in the above meter from the date of supply i.e Apr'2012 to Sep'2025 as suppressed reading was billed in Sep'2025 altogether.

## 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 4172-2404-0704, having CD-2KW under LT- DOMESTIC category, coming under ESO-Gumadera & initial power supply effected on 22.04.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

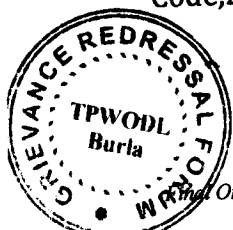
- 1) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that the 1<sup>st</sup> energy bill raised in May-2012 with initial meter installed bearing SLNO." OEB04533". Actual bills were then charged till Oct-2015 upto the advanced reading of kwh" 5781".
- 2) That, Provisional/average bills were then charged continuously from Nov-2015 to Jan-2021 @295 uits/216 units on monthly basis.
- 3) That, no monthly units were then charged from Feb-2021 to Aug-2025. The ledger abstract revealed that the power supply was disconnected on 31-Aug-2021 & later, reconnected on 19-Oct-2025.
- 4) That, September-2025 bill charged abnormally with "26806" units in a single month, amounting to Rs. 149777.96/- for the month.
- 5) The Opposite Party confirmed that the supply was utilized by the complainant with above meter having installed at site from April-2012 to Sept-2025 & suppress reading recorded in the same meter was billed altogether in a single month.
- 6) It was noticed that Sept-2025 bill was revised by the Opposite Party & Rs.174.65/- was deducted from(credited back to) the consumer account.
- 7) Subsequently, a new meter SL.No." TWST15138180" was installed on 26-Oct-2025, replacing the old defective meter No." OEB04533".

The Forum on scrutinizing the records, reports available on record construed that the accumulated consumption of "26806" units recorded in old meter SL.NO."OEB04533" is to be recatsed on actual monthly average basis from the date/month of installation of the same meter, considering the supply having utilized by the complainant during the period Aug-21 to Aug-2025, 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

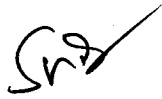


President  
Grievance Redressal Forum  
TPWODL, Burla - 768011

1. The Opposite Party is directed to recast the energy bills charged from the date of initial power supply to September-2025 billing, considering initial reading as on the date of installation of meter SL.NO."OEB04533" & final reading as kwh"26806" as in September-2025, thereby levying Monthly Fixed Charges, if not charged already & duly reversing the previous bill revision as carried out for "Sept-2025", 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. Sankar Behera, At/Po- Jorabaga, Belpahar, Dist-Jharsuguda-78628.
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/120/2026)

