

Grievance Redressal Forum
TPWODL, BURLAQuarter 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)/ 160(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/125/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mangal Khadia At-Jharmunda, Po-Chandnimal, Dist-Jharsuguda		4171-2405-0338	
3	Respondent/s	S.D.O (Elect), Brajarajnagar		Division B.N.E.D, TPWODL, Brajarajnagar	
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, Brajarajnagar

Appeared

For the Complainant- Mangal Khadia

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

GRF Case No- BRL/125/2026

Mangal Khadia

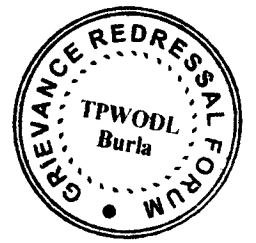
At-Jharmunda, Po-Chandnimal,

Dist-Jharsuguda

Consumer No-4171-2405-0338

VRS

SDO(Electrical), Brajarajnagar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Mangal Khadia appeared in the hearing on Dt. 25.02.2026 at the camp held at SDO Office, Brajarajnagar. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding abnormal & average energy bills charged previously from June-2012 to Oct-2019.
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 could not submit any relevant documents except billing abstract from July-2009 to Jan-2026 in this case.

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 4171-2405-0338, having CD-2.50 KW under LT-Domestic category, coming under ESO-Gandhichowk & initial power supply effected on 26.07.2009. 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 actual bill was charged upto the reading of kwh"000856", recorded in meter SLNo." 6880438", during Feb-2012.
2. That, provisional & average bills continuously raised thereafter from March-2012 to Oct-2019 @58 units/144 units/270 units/360 units per month from time to time.
3. The power supply was disconnected on 14-Dec-2019 & later, reconnected on 16-Jan-2025.
4. That, a new meter having SL. No." TWST1772065" was installed on 28-Jan-2025, replacing the old meter No." 6880438" & actual bills continued to charge thereafter.

President

5. The Opposite Party failed to submit the relevant documents, even after giving sufficient reasonable time to furnish & is perceived to have nothing to submit in support of their views to the case. The case is decided based on the available documents, records & merit of the case.

The Forum on scrutinizing the records, reports available on record construed that the provisional & average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from Nov-2017 to Oct-2019 are to be revised based on actual monthly average consumption recorded in subsequent meter SLNO."TWST1772065", 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

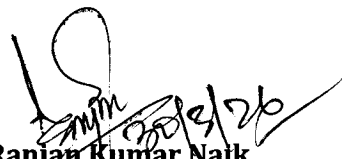
1. *The Opposite Party is directed to revise the energy bills charged from Nov-2017 to Oct-2019 based on succeeding six months actual monthly average recorded in meter SIno." TWST1772065", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit 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, taking into account 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.*

In terms of the above, the petition is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of April-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. Mangal Khadia, At-Jharmunda, Po-Chandnimal, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Brajarajnagar, 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/125/2026)

