

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)/ 16104

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/126/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mohitram Rohidas C/O-Sukdev Rohidas At-Tileimal, Chichinda, Gandhichowk, Dist-Jharsuguda		4171-2406-0709	7735765481
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			

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Brajarajnagar



Appeared

For the Complainant- Mohitram Rohidas
Represented by Sukdev Rohidas

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

GRF Case No- BRL/126/2026

Mohitram Rohidas
C/O- Sukdev Rohidas
At-Tileimal, Chichinda, Gandhichowk,
Dist-Jharsuguda
Consumer No-4171-2406-0709

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Brajarajnagar, TPWODL.

GIST OF THE CASE

Sri Sukdev Rohidas on behalf of Mohitram Rohidas 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 wrong energy bill charged particularly in Nov-2025 to the tune of Rs.16998/-.
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 Sept-2012 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 4171-2406-0709, having CD-1.00 KW under LT-Domestic category, coming under ESO-Gandhichowk & initial power supply effected on 09.03.2012. 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 one meter bearing SLNo." LW458132" was installed in the premises on 01-Dec-2020 & updated in billing off late on 24-Sep-2021. Thereafter meter readings were advanced upto kwh"001485", recorded in Oct-2025.
2. That, a new meter having SL. No." TWSP51356625" was installed on 06-Dec-2025, replacing the old meter No." LW458132" & actual bills continued to charge thereafter.

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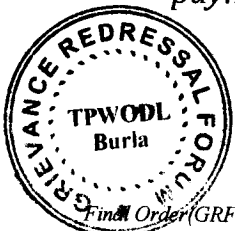
3. That, as per the objection filed by the complainant regarding abnormal bill charged in Nov-2025, it was revealed from records that the old meter (meter No." LW458132") final reading at the time of replacement of the same was recorded as kwh"004229". That, Nov-2025 bill raised considering the differential advanced units i.e. initial reading of old meter having kwh"1485" & final reading of kwh"4229" along with the current meter reading of kwh-000006", as recorded in new meter (meter SLNo." TWSP51356625"). Since the accumulated units recorded in old meter was charged in a single month of Nov-2025, the same accumulated consumption units alongwith the current meter consumption are to be recasted from the date/month of installation of the old meter to settle the grievances accordingly.
4. 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 accumulated consumption of "4235" units recorded in old meter SLNO."OEB04533" & the new meter No." TWSP51356625" is to be recasted on actual monthly average basis from December-2020 to Nov-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

1. *The Opposite Party is directed to recast the accumulated consumption of "4235" units (recorded in old meter No. "OEB04533" from date/month of installation till replacement of the same & the new meter No." TWSP51356625" recorded in Nov-2025 billing), on actual monthly average basis for the period from December-2020 to Nov-2025, 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.*



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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.

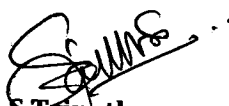
In terms of the above, the petition is disposed of.

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. Mohitram Rohidas, C/O- Sukdev Rohidas , At-Tileimal, Chichinda, Gandhichowk, 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/126/2026)

