

**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)



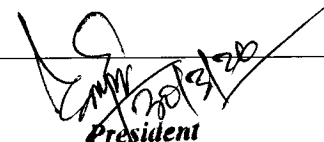
Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1634)

Date: 30.03.26

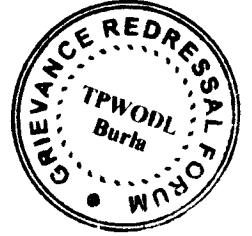
Present:

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

1	Case No.	BRL/133/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Deb Mohanta C/O-Premlata Ray At/Po-Gwalapada, Lamtibahal, Dist-Jharsuguda-768216	4171-2708-0198	7978911781	
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- Deb Mohanta
Represented by Premlata Ray

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

GRF Case No- BRL/133/2026

Deb Mohanta
C/O- Premlata Ray
At/Po-Gwalapada, Lamtibahal,
Dist-Jharsuguda
Consumer No-4171-2708-0198

COMPLAINANT

VRS
SDO(Electrical), Brajarajnagar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Premlata Ray on behalf of Deb Mohanta 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 the year 2016 to 2019. The complainant further submitted that there was no power supply during that period & it was only in Jan-2020 the supply was restored on payment of Rs.10000/-
2. Prayed to revise the EC bills & settle the billing dispute accordingly.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party could not submit any relevant documents except billing abstract from Feb-2001 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 4171-2708-0198, having CD-2.00 KW under LT-Domestic category, coming under ESO-Lamtibahal & 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 & as per the objection filed by the complainant, the Forum observed from the licensees' available soft records (FG & Samadhan App) that Sept-2016 bill charged on actual basis, as per consumption recorded in meter SLNo." 8068936", thereby auto-adjusting the previous provisional bills raised from April-2012 to Aug-2016.

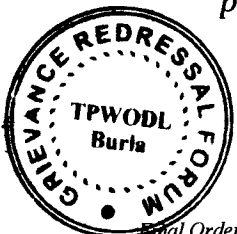
2. That, provisional & average bills continuously raised thereafter from Oct-2016 to Dec-2019 @127 units/216 units/288 units per month from time to time.
3. That, a new meter having SL. No." WLT184380" was installed on 10-Jan-2020, replacing the old meter No." 8068936". It was observed that the consumer has deposited Rs.10000/- on 10.01.2020& the above installed meter has been continuing till date with advanced consumption recorded.
4. The power supply was then disconnected on 17-Jun-2023 & later, reconnected on 03-Feb-2025.
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.

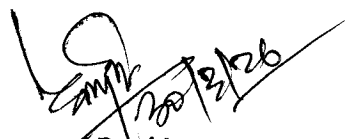
The Forum on scrutinizing the records, reports available on record & as per complaint filed, construed that the provisional & average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from Jan-2018 to Dec-2019 are to be revised based on actual monthly average consumption recorded in subsequent meter SLNO." WLT184380", 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 Jan-2018 to Dec-2019 based on succeeding twelve months actual monthly average recorded in meter, Sl.No." WLT184380", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of 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.*




President
Grievance Redressal Forum
TPWODL, Burla - 768017

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.

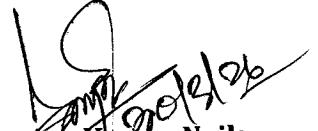
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of April-2026) from the date of issue of this order.



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

1. Deb Mohanta, C/O- Premlata Ray, At/Po-Gwalapada, Lamtibahal, 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/133/2026)

