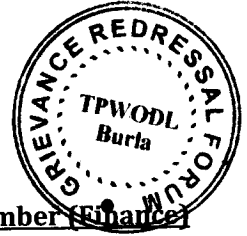


**Grievance Redressal Forum
TPWODL, BURLA**

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)



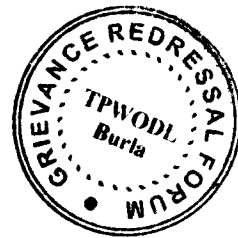
Ref: GRF/Burla/Div/BNED/ (Final Order)/ 164(2)

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/134/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sisupal Pradhan C/O-Manoranjan Pradhan At-Indrapuri, Dist-Jharsuguda-768226		4172-1309-3133	8144848649
3	Respondent/s	S.D.O (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	06.03.2026			
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	06.03.2026			
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: ESO Office, Panchgaon

Appeared

For the Complainant- Sisupal Pradhan
Represented by Manoranjan Pradhan

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

GRF Case No- BRL/134/2026

Sisupal Pradhan
C/O- Manoranjan Pradhan
At-Indrapuri,
Dist-Jharsuguda
Consumer No-4172-1309-3133

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Belpahar, TPWODL.

GIST OF THE CASE

Sri Manoranjan Pradhan on behalf of Sisupal Pradhan appeared in the hearing on Dt. 06.03.2026 at the camp held at ESO Office, Panchgaon. The complainant submitted during course of hearing in brief as follows:

1. To revise the average bills raised during past period.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit a Physical Verification Report carried out on 10.03.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply in the name of Sisupal Pradhan is a LT-Domestic Category of TPWODL bearing con no 4172-1309-3133.
2. The date of power supply given to consumer is 01.01.1990.
3. The consumer has approached the camp to revise the wrong bills whenever raised from the date of power supply to till date.
4. As per records available, it is verified & found that the consumer has been served average bills without meter from Feb-2001 to June-2004.
5. Then, a new meter SI No "1830838" was installed in July/Aug-2004 & the meter was continuing in billing till Dec-2018. Though the meter was in billing but provisional and average bills were served from the date of meter installation i.e July-2004 to Dec-2018 except actual bill from Apr-2006 to Aug-2006.
6. Thereafter a new meter SI No "WL075022" was installed on 09.12.2018 & the same meter was continuing in billing till Aug-2025. But in May-2020 an abnormal bill of wrong units of '3000' was raised followed by a wrong bill also in July-2020.

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

7. Thereafter, a new meter SL No "TWST15085031" was installed on 20.09.2025 & the same is continuing in billing till date.
8. The opposite party suggested that, bill revision will be done by recast from the date of meter installation i.e. Dec-2018 to July-2020 in reference to meter SI No "WL075022".

OBSERVATION

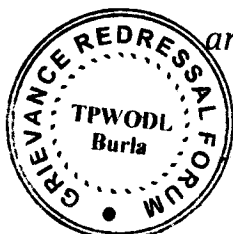
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-1309-3133, having CD-2.00 KW under LT-Domestic category, coming under ESO-Panchgaon & initial power supply effected on 01.01.1990 On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The date of initial power supply is 01/01/1990 without installation of meter.
2. Average bills were generated up to June-2004 @288 units/ bimonthly.
3. A meter having sl. no. 1830838 was replaced during July-Aug/2004, but average bills were continued to serve up to Jan-Feb/2006. During Mar-Apr/2006, bill was made actual without adjusting the previous average bills. Again, bills were generated on average basis from Sept-Oct/2006 to Nov-Dec/2018.
4. A meter having sl. no. LW075022 was replaced on 09/12/2018 and actual/provisional bills were continued up to August-2025. Bills for accumulated readings in different month during this period were taken care by way of re-casting and credit sundry of Rs7995.37/- was allowed on date 18/03/2025.
5. A meter having sl. no. TWST15085031 was changed on 20/09/2025 and actual bills are continuing till date.
6. From the above observation Forum construed that the bills from July-Aug/2004 to Mar-Apr/2006 to be re-casted and bills from January-2017 to December-2018 to be revised to resolve the consumers complain.

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 re-cast the EC bill from July-August/2004 to March-April/2006, taking IMR as '0' on July-2004 and FMR as '1534' on April-2006 as recorded in meter sl.no. 1830838, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*



President
Grievance Redressal Forum
TPWODL, Burla - 768017

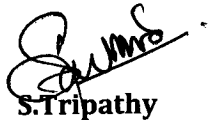
2. *The Opposite Party is directed to revise the EC bill from January-2017 to December-2018, taking subsequent six-month average consumption from the date of installation of meter having sl.no. LW075022, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if 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, taking into account 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.*

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. Sisupal Pradhan, C/O- Manoranjan Pradhan, At-Indrapuri, Dist-Jharsuguda
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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/134/2026)

