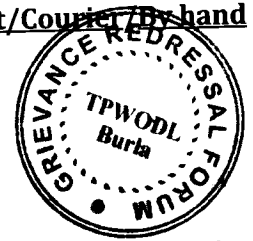


**Grievance Redressal Forum  
TPWODL, BURLA**

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)**



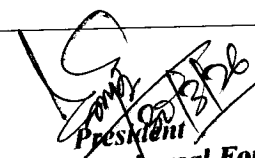
Ref: GRF/Burla/Div/BNED/ (Final Order)/1654)

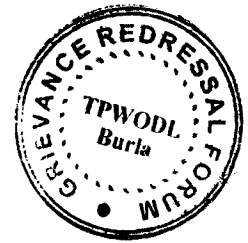
Date: 30.03.26

**Present:**

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

1	Case No.	BRL/135/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Jaganath Kasipalia C/O-Jhasketan Kasipalia At-Pujharipali, Dist-Jharsuguda-768226	4172-2306-0384	9668234688	
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-** Jaganath Kasipalia  
Represented by Jhasketan Kasipalia

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

**COMPLAINANT**

**OPPOSITE PARTY**

**GRF Case No- BRL/135/2026**

Jaganath Kasipalia  
C/O- Jhasketan Kasipalia  
At-Pujharipali,  
Dist-Jharsuguda  
Consumer No-4172-2306-0384  
**VRS**  
SDO(Electrical), Belpahar, TPWODL.

**GIST OF THE CASE**

Sri Jhasketan Kasipalia on behalf of Jaganath Kasipalia 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 huge bills raised during Sept-Oct/2016.

**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 Jaganath Kasipalia is a LT-Domestic Category of TPWODL bearing con no 4172-2306-0384.
2. The date of power supply given to consumer is 28.02.2009.
3. The consumer has approached the camp to solve his abnormal disputed bill of Oct-2016.
4. It is verified & found that the consumer has been served accumulated abnormal bill of '21189' units on actual basis for 16 months which is quite unexpected.
5. The opposite party suggested that, bill revision will be done by recast of the total '25942' units recorded in meter SI No "905735" till Oct-2016 from the date of initial power supply.

**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 4172-2306-0384, having CD-2.00 KW under LT-Domestic category, coming under ESO-Panchgaon & initial power supply effected on 28.02.2009. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

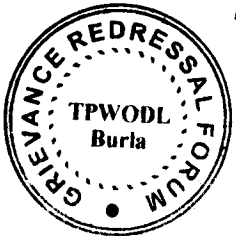
  
Grievance Redressal Forum  
TPWODL, Burla - 768017

1. The date of initial power supply is 28/02/2009 with installed meter no.905735.
2. Actual/provisional bills were raised from June-2009 to March-April/2021. In between accumulated reading of 21189 units was billed during the month Sept-Oct/2016 without proper adjustment, which un-justified.
3. A meter having sl. no. LW442721 was replaced on 19/05/2021 and actual bills are continuing till date.
4. From the above observation Forum construed that the bills from DOS to OCT/2016 to be re-casted 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 date of supply to October-2016, taking IMR as '0' on date of power supply and FMM as '25942' on October-2016 as recorded in meter sl.no. 905735, 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  
Final Order(GRF Case No. BRL/135/2026)

**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. Jaganath Kasipalia, C/O- Jhasketan Kasipalia, At-Pujharipali, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/135/2026)

