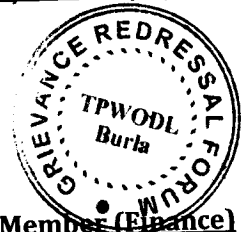


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 166(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/136/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Milu Sandha At-Chikilapali, Dist-Jharsuguda	4172-2360379	8249627853	
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			

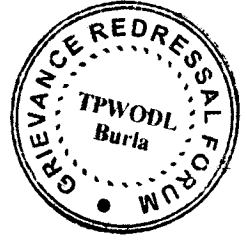
(Signature)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Panchgaon

Appeared

For the Complainant- Milu Sandha



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

GRF Case No- BRL/136/2026

Milu Sandha

At-Chikilapali,

Dist-Jharsuguda

Consumer No-4172-²³⁰⁶-0379

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Milu Sandha 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 wrong billing done during past period.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit a Physical Verification Report carried out on 02.03.26 & 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 Milu Sandha is a LT-Domestic Category of TPWODL bearing con no 4172-²³⁰⁶-0379.
2. The date of power supply given to consumer is 12.02.2009.
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 available records, it is verified & found that there is no dispute in the billing with meter no "906078A" from the date of supply to June-2020.
5. Thereafter a new meter SI No "LW316207" was installed on 29.06.2020. The same meter was continuing in billing till Oct-2023. The billing sequence of the meter is quite abnormal, So, for which bill revision from June-2020 to Oct-2022 has been done in FG and a credit sundry of Rs.6409.82 ha been deducted from the bill in Dec-2022. Then afterwards the meter became defective in April-2023 and provisional bills has been served from April-2023 which has not been adjusted. Thereafter, a new meter SI No "300077876" was installed on 21.11.2023.
6. The opposite party suggested that, provisional bill from Apr-2023 to Oct-2023 may be revised as per monthly average consumption of six months consecutive consumption of meter no- "300077876".

President
Grievance Redressal Forum
TPWODL Burla - 768017

OBSERVATION

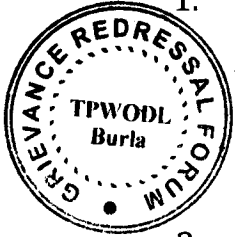
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-²³⁰⁶0379, having CD-2.00 KW under LT-Domestic category, coming under ESO-Panchgaon & initial power supply effected on 12.02.2009 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 12/02/2009 with installed meter no. 9060784A.
2. From date of power supply, actual/provisional bills were generated till Nov-Dec/2019, where some provisional bills were left unadjusted. From Jan-2020 to June-2020, only provisional bills were generated.
3. A meter having sl. no. LW316207 was replaced on 29/06/2020 and actual/provisional bills were generated up to March-2023. Bills for accumulated readings in Nov-Dec/2021 was taken care by way of re-casting and credit sundry of Rs 6409/- was allowed on date 09/01/2023. From April-2023 to July-2023, only provisional bills were generated.
4. A meter having sl. no. 300077876 was changed on 21/09/2023 and actual bills are continuing till date.
5. From the above observation Forum construed that the bills from DOPS to Dec/2019 to be re-casted and bills from April-2023 to July-2023 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 date of power supply to November-December/2019, taking IMR as '0' on date of power supply and FRR as '9645' on December-2010 as recorded in meter sl.no. '906078A', 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 revise the EC bill from April-2023 to July-2023, taking subsequent six-month average consumption from the date of installation of meter having sl.no. '300077876', 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.*



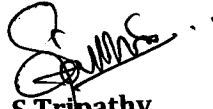
4. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

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

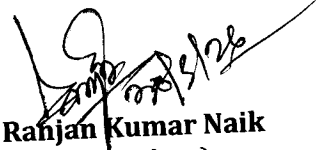
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of April-2026) from the date of issue of this order.



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



Rajan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Milu Sandha, At-Chikilapali, 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/136/2026)

