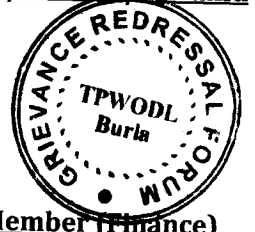


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)/ 226(4)

Date: 23.04.26

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

1	Case No.	BRL/170/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Krishna Ray At-Jamkani, Gumadera, Dist-Jharsuguda-768218		4172-2402-0516	7735148076
3	Respondent/s	S.D.O (Elect), Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	17.03.2026			
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	17.03.2026			
9	Date of Order	23.04.26			
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: SDO Office, Belpahar

**Appeared**

For the Complainant- Krishna Ray

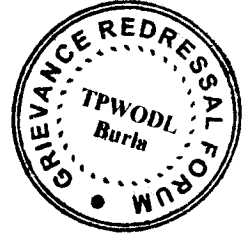
For the Respondent - SDO(Electrical),Belpahar, TPWODL.

**GRF Case No- BRL/170/2026**

Krishna Ray  
At-Jamkani, Gumadera,  
Dist-Jharsuguda  
Consumer No-4172-2402-0516

**VRS**

SDO(Electrical), Belpahar, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Krishna Ray appeared in the hearing on Dt. 17.03.2026 at the camp held at SDO Office, Belpahar. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding abnormal energy bill charged previously due to defect in old meter but, failed to submit the period & nature of dispute.
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 submit a Physical Verification Report carried out on 25.03.26 & 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 Krishna Ray is a LT-Domestic Category of TPWODL bearing con no 4172-2402-0516.
2. The date of power supply given to consumer is 31.03.2009.
3. The consumer has approached the camp to resolve the disputed bills raised during the period of meter defective.
4. It is verified & found that consumer has been served Provisional & Average bills from March-2017 to April-2022 with meter Sl No "8111560". But, in the meantime a new meter No- "LW669906" was installed on 06.09.2021 but updated in billing ledger in March-2022. So, for which a bill revision for delay meter updating was done in FG from 06.09.2021 to 16.05.2022 as per actual meter reading of the meter.
5. The opposite party suggested that, bill from Sept-2019 to Aug-2021 may be revised as per monthly average consumption of meter no- "LW669906" basing on one year consumption from the date of meter installation.

*LC*  
*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 4172-2402-0516, having CD-2.00 KW under LT-Domestic category, coming under ESO-Gomadera & initial power supply effected on 31.03.2009 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 complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that provisional/average bills were charged from March-2017 to Apr-2022, as no advanced readings were recorded in old meter SL.No." 8111560". Thereafter, a new meter SL. LW669906" was installed on 06-Sep-2021, replacing the old meter No." 8111560".
2. That, the energy bills charged from 06.09.2021 to April-2022 were revised by the Opposite Party & Rs. 4886.97/- was credited back (deducted from) to the consumer account on 08-06-2022.
3. It was revealed that a new meter SL.No." TWST15129205" was installed on 08-Jul-2025, replacing the old meter No." LW669906".
4. The Physical Verification Report dtd. 25.03.2026 indicated that the existing meter having SL.No." TWST15129205" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000284".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Sept-2019 to Aug-2021 are to be revised as per actual consumption recorded in meter No." LW669906", 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 Sept-2019 to Aug-20, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No." LW669906", from the date/month of installation of the same, 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 May-2026) from the date of issue of this order.**



**S.K Dora**  
(Co-Opted Member)

**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

Copy to: -



**S. Tripathy**  
Member (Finance)

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



**Ranjan Kumar Naik**  
(President)

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

1. Krishna Ray, At-Jamkani, Gumadera, 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/170/2026)

