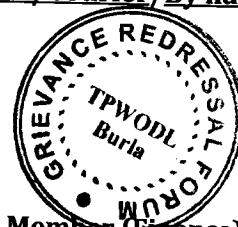


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/227(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/171/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Danu Kumar C/O-Mahadev Majumdar At-Kudalol, Dist-Jharsuguda-768218		4172-1203-2869	9040883165
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			

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Belpahar

Appeared

For the Complainant- Danu Kumar
Represented by Mahadev Majumdar



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

GRF Case No- BRL/171/2026

Danu Kumar
C/O- Mahadev Majumdar
At-Kudalol,
Dist-Jharsuguda
Consumer No-4172-1203-2869

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Belpahar, TPWODL.

GIST OF THE CASE

Sri Mahadev Majumdar on behalf of Danu Kumar 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 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 24.03.26 & 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 Danu Kumar is a LT-Domestic Category of TPWODL bearing con no 4172-1203-2869.
2. The date of power supply given to consumer is 01.01.1990.
3. The consumer has approached the camp to revise the average bills of previous years.
4. As per available records from Mach-2001, it is verified & found that, the consumer was served Average bills from March-2001 to Aug-2019 on without meter.
5. Thereafter a new meter SI No "LW125953" was installed on 12.09.2019 & the same meter is continuing in billing till July-2025 and afterwards another new SI No meter "TWSP51263974" was installed on 03.09.2025 & the meter is continuing till date.
6. The opposite party suggested that, average period bills from Sept-2017 to Aug-2019 may be revised basing on monthly average consumption of six months consecutive consumption of new meter no- "LW125953" by taking IMR= '0' KWh as on Sept-2019 (12.09.2021) and FMR= '214' as on Feb-2020 (17.03.2020).

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 4172-1203-2869, having CD-2.00 KW under LT-Domestic category, coming under ESO-Belpahar & 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,

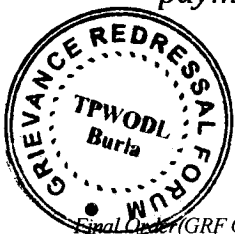
1. On examining the case in detail & as per complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that provisional/average bills were charged continuously from March-2001 to Aug-2019, as no meter was installed to record consumption. Thereafter, a new meter SL. LW125953" was installed on 12-Sep-2019.
2. It was revealed that advanced readings continued upto July-2025 billing & thereafter, a new meter SL.No." TWSP51263974" was installed on 03-Sep-2025, replacing the old meter No." LW125953".
3. The Physical Verification Report dtd. 24.03.2026 indicated that the existing meter having SL.No." TWSP51263974" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000169".

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from Sept-2017 to Aug-2019 are to be revised as per actual consumption recorded in meter No." LW125953", 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-2017 to Aug-2019, on the basis of actual monthly average consumption recorded in meter SL. No." LW125953", considering initial reading as on the date of installation of the same meter, & final reading as kwh"000214" as in February-2020 billing, 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.*





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.

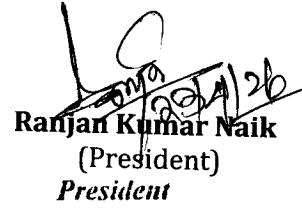
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of May-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017



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. Danu Kumar, C/O- Mahadev Majumdar, At-Kudalol, 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/171/2026)

