

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)/ 190(4)

Date: 23.04.26

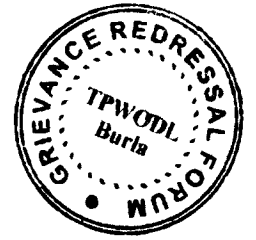
Present:Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/173/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		K.C.Bagar C/O-Jayanti Bagar Jorabaga, Dist-Jharsuguda-768217		4172-2404-0172	7815019834
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- K.C .Bagar
Represented by Jayanti Bagar

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

GRF Case No- BRL/173/2026

K.C .Bagar
C/O- Jayanti Bagar
Jorabaga,
Dist-Jharsuguda
Consumer No-4172-2404-0172

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Belpahar, TPWODL.

GIST OF THE CASE

Jayanti Bagar on behalf of K.C .Bagar 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 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 K.C .Bagar is a LT-Domestic Category of TPWODL bearing con no 4172-2404-0172.
2. The date of power supply given to consumer is 31.03.1999.
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 from Dec-2002, it is verified & found that the consumer was served average bills from the date of power supply i.e Mar-1999 to Dec-2003 on without meter as it is evident from the billing of Dec-2002 that the bill was raised for '6581' units along with MFC of Rs.914 which is charged from the date of initial power supply i.e Mar-1999.
5. Thereafter a new meter Sl No "1823358" was installed on Jan-2004 and the same meter is continuing in billing till Jan-2014. During the billing period, the consumer was served actual & provisional bills without proper adjustment of the provisional bills. In June-2008 an accumulated bill of suppressed units of '7246' for Rs.21945.00 was served. Then, average bills were served from Oct-2009 to Jan-2014.

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6. The opposite party suggested that, bill from March-1999 to Dec-2003 may be revised basing on six months average consumption of meter no- "1823358" and the bill from July-2006 to June-2008 is to be recast by taking IMR= '1951' KWh and FMR= '10898' respectively.

OBSERVATION

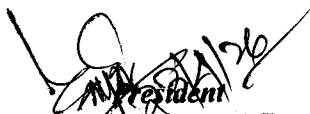
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-2404-0172, having CD-2.00 KW under LT-Domestic category, coming under ESO-Gomadera & initial power supply effected on 31.03.1999 On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

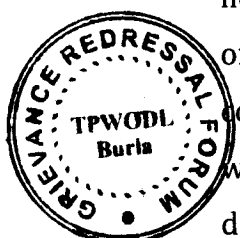
1. On examining the case in detail & as per complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that 1st energy bill raised in Dec-2002 on average basis with" 6581" units & provisional/average bills continued to charge continuously from Jan/Feb-2002 to Dec.-2003 @288 units on bi-monthly basis, as no meter was installed to record consumption. Thereafter, a new meter SL. 1823358" was installed during Jan/Feb-2004.
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. That, actual bills were then continued upto June-2009 billing upto the advanced reading of kwh" 12496" & average bills were charged thereafter from July-2009 to Jan-2014.
4. It was revealed that a new meter SLNo." WES20475" was installed & updated in billing during Feb-2014. The meter readings were then advanced upto Sept-2017 billing. However, provisional & average bills further continued to charge from Oct-2017 to Nov-2021.
5. The ledger abstract revealed that the power has been disconnected since 25-Aug-2021 onwards & presently the supply has been in disconnected state as per Physical Verification Report dtd.25.03.2026.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from December-2002 to Dec-2003 are to be revised as per actual consumption recorded in meter No." 1823358". Again, the energy bills charged from Jan-2004 to June-2009 also to be recasted based on consumption recorded in above mentioned meter, 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


President
Grievance Redressal Forum
TPWODL, Burla - 768017



1. *The Opposite Party is directed to revise the energy bills charged from December-2002 to December-2003, on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter SL. No." 1823358" 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 recast the energy bills charged from Jan-2004 to June-2009, on the basis of actual monthly average consumption recorded in subsequent meter SL. No." 1823358", considering initial reading as on the date of installation of the same meter & final reading as kwh"0 12496" as on June-2009, 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 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. K.C .Bagar, C/O-Jayanti Bagar, Jorabaga, 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/173/2026)