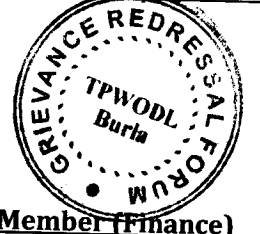


Grievance Redressal Forum  
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 22904

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/174/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ekanta Tandia Representative Late Dileswar Tandia (Consumer) Sunari, Lakhanpur, Dist-Jharsuguda-768234		4172-1208-1419	8260326399
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			

*[Signature]*  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017



**Place of Camp:** SDO Office, Belpahar

**Appeared**

**For the Complainant-** Ekanta Tandia  
Representative of by Late Dileswar Tandia

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

**GRF Case No- BRL/174/2026**

Ekanta Tandia  
S/O-Late Dileswar Tandia  
Sunari, Lakhanpur,  
Dist-Jharsuguda  
Consumer No-4172-1208-1419

**VRS**

**COMPLAINANT**

**OPPOSITE PARTY**

SDO(Electrical), Belpahar, TPWODL.

**GIST OF THE CASE**

Ekanta Tandia on behalf of Late Dileswar Tandia 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 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 Dileswar Tandia is a LT-Domestic Category of TPWODL bearing con no 4172-1208-1419.
2. The date of power supply given to consumer is 28.10.2010.
3. The consumer has approached the camp to solve his average bills raised during the meter defective period.
4. It is verified & found that, the consumer has been served provisional & average bills from March-2014 to Dec-2020. Then, a new meter No "LW463938" was installed on 29.11.2020.
5. The opposite party suggested that, bill from Jan-2019 to Dec-2020 may be revised as per monthly average consumption of the meter no- "LW463938".

  
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 4172-1208-1419, having CD-2.50 KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 28.10.2010 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-2014 to Dec-2020, as no advanced readings were recorded in old meter SL.No." ORBN7379". A new meter SL. No." LW463938" was installed during Jan-2021, replacing the old meter No." ORBN7379".
2. The Physical Verification Report dtd. 24.03.2026 indicated that the existing meter having SL.No." LW463938" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"000317".

The Forum on scrutinizing the records, reports available on record construed that provisional & average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from January-2019 to December-2020 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." LW463938" installed, 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 January-2019 to December-2020, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." LW463938", 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.*

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**

**Copy to: -**

1. Ekanta Tandia, S/O-Late Dileswar Tandia, Sunari, Lakhapur, 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.



**S.Tripathy**  
Member (Finance)

**Member**

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



**Ranjan Kumar Naik**  
(President)

**President**

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

"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/174/2026)

