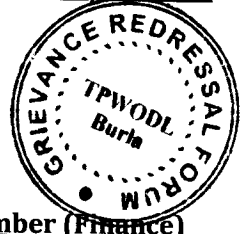


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 23304

Date: 23.04.26

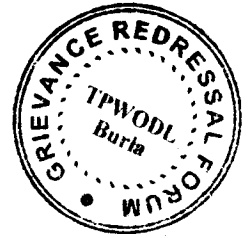
Present:

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

1	Case No.	BRL/182/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Naresh Thakur Rajpur, Gandhichowk Dist-Jharsuguda	4171-2404-0164	7681836908	
3	Respondent/s	S.D.O (Elect), Brajarajnagar		Division B.N.E.D, TPWODL, Brajarajnagar	
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, Brajarajnagar



Appeared

For the Complainant- Naresh Thakur

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

GRF Case No- BRL/182/2026

Naresh Thakur

Rajpur, Gandhichowk

Dist-Jharsuguda

Consumer No-4171-2404-0164

VRS

SDO(Electrical), Brajarajnagar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

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

1. The complainant filed the petition regarding average energy bills charged previously from the date of supply till 2017 after which one new meter was installed.
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 billing abstract from Nov-2004 to Feb-2026, 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. Naresh Thakur is a Domestic Consumer of TPWODL bearing con no 4171-2404-0164.
2. The date of power supply given to consumer is 01.10.2004 (As per FG database).
3. The consumer has been served defective bill from March-2019 to Nov-2017. After that the new meter with serial no "WLT076726" was installed in the premises on Dec-2017.

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 4171-2404-0164, having CD-2.50 KW under LT-Domestic category, coming under ESO-Gandhichowk & initial power supply effected on 01.10.2004. 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 Feb-2009 bill was charged on actual basis with" 109" units, considering the current reading of kwh" 9509" as recorded in meter SLNo." B133783".
2. Thereafter, provisional/average bills raised continuously from March-2009 to Nov-2017 on different units from time to time.
3. It was revealed that a new meter SLNo." WLT076726" was installed & updated in billing during Dec-2017 billing, replacing the old meter No." B133783". Actual bills continued to charge thereafter till last billing as per advanced consumption recorded in above mentioned meter.
4. The Physical Verification Report dtd. 25.03.2026 indicated that the existing meter having SLNo." WLT076726" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"8975".

The Forum on scrutinizing the records, reports available on record & as per specific complaint filed by the complainant, construed that the 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 Jan-2016 to Dec-2017 as per actual consumption recorded in subsequent meter SLNo."WLT076726", 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 Jan-2016 to Dec-2017, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." WLT076726" 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



S.Tripathy
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Naresh Thakur, Rajpur, Gandhichowk Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Brajarajnagar, 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/182/2026)

