

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

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 173(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/208/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Tikeswar Mirdha C/o-Dharma Shankar Negi At/Po-Kudabaga,Ps-Rengali, Dist-Jharsuguda-768219	4172-2207-0066	8144940482	
3	Respondent/s	S.D.O (Elect), Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	07.04.2026			
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	07.04.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

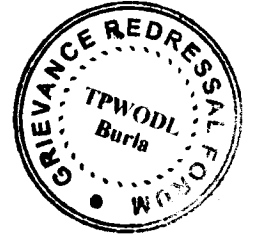
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Lakhanpur

Appeared

For the Complainant- Tikeswar Mirdha
Represented by Dharma Shankar Negi



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

GRF Case No- BRL/136/2026

Tikeswar Mirdha
C/o Dharma Shankar Negi
At/ Po-Kudabaga, Ps-Rengali,
Dist-Jharsuguda-768219
Consumer No-4172-2207-0066

COMPLAINANT

VRS

SDO (Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Mri Dharma Shankar Negi on behalf of Tikeswar Mirdha appeared in the hearing on Dt. 07.04.2026 at the camp held at ESO Office, Lakhanpur. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition regarding abnormal energy bills 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 15.04.2026 & written statement on 22.04.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply in the name of Tikewsar Mirdha is a LT-Domestic Category consumer of TPWODL bearing con no 4172-2207-0066.
2. The date of power supply given to consumer is 01.01.1990 as per FG data base.
3. The consumer has approached the camp to solve his average bills raised during the period of meter defective period.
4. It is verified and found that the consumer has been served Average bills from Mar'2001 to Feb'2015. Then Actual and Provisional bills have been served from Mar'2015 to Dec'2015. Thereafter, a new meter no."WCG14939" was installed in Jan'2016.
5. The opposite party suggested that, the average bills from Mar'2013 to Feb'2015 may be revised as per the monthly average consumption of the meter no."WCG14939" as per Reg.155 of OERC Supply code.

President

Grievance Redressal Forum

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 4172-2207-0066, 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, the Forum observed from the licensees available soft records (FG & Samadhan App) that average bills continuously charged from Mar-2001 to Nov-2011 @288 units on bi-monthly basis as no meter was installed to record consumption. That, one meter SL.No." 394422" was installed & updated in billing during Dec/Jan-2012 but again, average bills continued to charge from Dec-2011 to Dec-2015, except some actual bills charged in Apr-2015 & June-15.
- 2) It was revealed that a new meter SL.No." WCG14939" was installed & updated in billing during Jan/Feb-2016, replacing the old meter No." 394422". The meter readings were then advanced upto Sept-2022 billing, after which another new meter No." TPWODL1121460" was installed on 06-Jan-2023, replacing the old meter No." WCG14939".
- 3) That, the energy bills charged from Oct-2022 to Nov-2022 were already revised & Rs.544.13/- was credited back to the consumer account on 28-08-2023.
- 4) The Physical Verification Report dtd. 15.04.2026 indicated that the existing meter having SL.No." TPWODL1121460" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"004597".

The Forum on scrutinizing the records, reports available on record 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 Mar-2013 to Feb-2015 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No." WCG14939" installed. Further, the provisional/average bills raised from July 2015 to Dec-2015 also to be revised as per monthly average consumption derived as above, 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

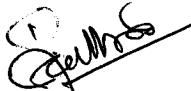



1. The Opposite Party is directed to revise the energy bills charged from Mar-2013 to Feb-2015 and from July-2015 to Dec-2015, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No."WCG14939", from the date/month of installation of the same, duly adjusting 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 case 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. Tikeswar Mirdha, C/o-Dharma Shankar Negi, At/Po-Kudabaga,Ps-Rengali, Dist-Jharsuguda-768219
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/208/2026)

