

Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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

Date: 30.06.26

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 302(4)

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

1	Case No.	BRL/257/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Jogeswar Kumbhar At/Po-Jorabaga, Dist-Jharsuguda-768218		4172-2404-0119	9178744825																																
3	Respondent/s	S.D.O (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar																																
4	Date of Application	12.05.2026																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	13.05.2026																																			
9	Date of Order	30.06.26																																			
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, TPWODL,



Appeared

For the Complainant- Jogeswar Kumbhar

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

GRF Case No- BRL/257/2026

Jogeswar Kumbhar

At/Po-Jorabaga,

Dist-Jharsuguda-768218

Consumer No-4172-2404-0119

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Jogeswar Kumbhar appeared in the Camp Court hearing held at SDO Office, Belpahar on 13.05.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition submitted that the supply has been disconnected since 2018 onwards.
- 2) To revise the EC bills previously charged arbitrarily, to enable him to pay the electricity dues & avail power supply accordingly.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the Physical Verification report carried out on 29.05.2026, and written version on 30.05.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. The Date of power supply to the consumer is 01.01.1990 as per FG data base.
2. The consumer approached to the camp to solve his average bills raised arbitrarily in previous years.
3. It is verified and found that the consumer has been served Average bills from Jul'2001 to Dec'2003. Thereafter, a new meter no."1830161" was installed in Jan'2004 and the meter was in billing till Jan'2014. Thereafter, a new meter no."WES20736" was installed in Feb'2014 and the meter was in billing till Jun'2023. Thereafter, the bill was stopped due to disconnection of power supply prior to the period. It is also noticed that the billing from Jan'2018 to Jul'2020 was served on average basis instead of actual (AC) basis as the same meter was in billing and actual reading bill was given in Jul'2020 with Kwh "16013" in reference to meter sl. no."WES20736".

[Signature]
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TPWODL, Burla - 768017

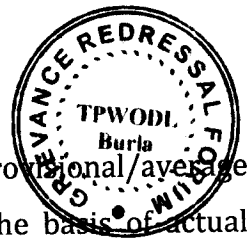
4. So, in view of the above scenario, the average bills from Jan'2002 to Dec'2003 may be revised as per the monthly average consumption of six months consecutive consumption of meter no."1830161" installed in Jan'2004 as per Regulation 155 of OERC Supply code.
5. Besides the above, the bill is to be recast from Jan'2018 to Jul'2020 by taking IMR as "14218" Kwh and FMR as "16013"Kwh respectively of the period in reference to meter al. no."WES20736"

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 4172-2404-0119, having CD-2KW under LT-Domestic category, coming under ESO Gomadera & 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 July-2001 to Dec-2003 bills were charged on average basis @144 units/month, as no advanced meter readings were recorded in meter No." 153158" installed at site.
- 2) That, a new meter No." 1830161" was installed during Jan-2004 & the meter was in billing upto Jan-2014.
- 3) That, another new meter SL.No." WES20736" was installed subsequently during Feb-2014, replacing the old defective meter No." 1830161" & actual bills continued to charge thereafter till Sept-2025. Then advanced readings were recorded upto kwh-"14218" as in Dec-2017 billing.
- 4) However, provisional/average bills further charged from Jan-2018 to June-2020 @ 216 units/month. July-2020 bill charged on actual basis with "297" units, considering the advanced reading of Kwh" 16013". Even though meter reading was rectified in billing during July-2020, only a portion of consumption was billed with no revision of bills carried out for that period.
- 5) Provisional bills were again charged from Aug-2021 to June-2023, as no advanced readings were recorded for billing, since the last recorded reading of Kwh" 16980" in Dec-2020.
- 6) The Physical Verification Report dtd. 29.05.2026 indicated that the supply has been in disconnected state with no meter at site. The FG database revealed that the supply has been disconnected since 28-Jul-2023.

[Handwritten signature and date 29/05/2026]
29/05/2026
29/05/2026

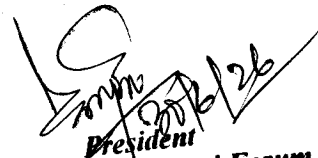


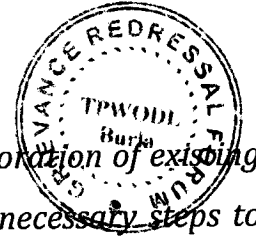
The Forum on scrutinizing the records & reports construed that the provisional/average energy bills charged from January-2002 to Dec-2003 are to be revised on the basis of actual monthly average consumption recorded in subsequent meter No-"1830161". Further, the energy bills charged from January-2018 to July-2020 also to be recasted by the Opposite Party based on actual monthly average consumption recorded in meter No." WES20736", to redress the grievances accordingly.

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-2002 to Dec-2003 on the basis of succeeding six months actual monthly average consumption recorded in meter No." 1830161", 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 January-2018 to July-2020, on actual monthly average basis as recorded in No." WES20736", considering initial meter reading of Kwh" 14218" as on Jan-2018 billing and final reading as Kwh" 16013" as on July-2020, 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.*
5. *The complainant is advised to approach the Opposite Party for restoration of supply, upon payment of revised bill amount as arrived at.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017



6. The Opposite Party is advised to install a new tested meter upon restoration of existing supply & update the same into billing database accordingly & take necessary steps to revise the provisional bills charged previously from Aug-2021 to June-2023 as per internal bill revision mechanism in force.

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 Jul-2026) from the date of issue of this order.

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

Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Jogeswar Kumbhar, At/Po-Jorabaga, Dist-Jharsuguda-768218.
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, Brajrajnagar.
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/257/2026)