

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601  
Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/32064

Date: 29.07.2025

**Present:**

**Sri A.K. Satapathy, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/298/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bipin Behera At/Po-Bahadurpada, Brajrajnagar Dist-Jharsuguda.		4171-0103-1633	9938214859
3	Respondent/s	SDO (Elect), TPWODL, Brajrajnagar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	18.07.2025			
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	18.07.2025			
9	Date of Order	29/07/2025			
10	Order in favour of	Complainant		Respondent	Others   ✓
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, Brajrajnagar, TPWODL

**Appeared**

**For the Complainant-** Bipin Behera

**For the Respondent -** SDO(Elect), Brajrajnagar, TPWODL.



**GRF Case No- BRL/298/2025**

Bipin Behera

At/Po- Bahadurpada, Brajrajnagar,

Dist-Jharsuguda

Consumer No-4171-0103-1633

**COMPLAINANT**

**VRS**

SDO(Elect), Brajrajnagar, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Bipin Behera appeared in the hearing on Dt. 18.07.2025 at the camp held at SDO Office, Brajrajnagar. The Complainant filed the petition disputed about wrong energy bills charged against his domestic connection during the non-usage period from Mar-2022 to January-2023. The complainant further submitted that due to collapse of the side wall of the thatched house, the house was damaged & no power supply was availed by him during the above mentioned period. Hence, the Complainant prayed before the Forum to direct the Opposite Party to waive out the energy bills charged during the above period & resolve the billing disputes accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted ledger copy for the period from Aug'2018 to Jun'2025 in this case.

**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 4171-0103-1633, having CD-0.5KW under LT-Domestic category, coming under ESO-Lamtibahal & initial power supply effected on 06.08.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under,

- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the records (FG & Samadhan App) that the power supply to the premises was disconnected on 21.03.2023 and later, reconnected on 01.07.2024. Hence, no energy bills were charged from February-2023 to May-2024.
- 2) That, actual bills were charged to the complainant in most of the periods, except some provisional billing period that was charged in between.
- 3) The ledger abstract revealed that a new smart meter bearing SL. No-" TWST1800083" was installed in the premises on 30-Jul-2024, replacing the old defective meter No." WLT126178" and actual bills continued to charge thereafter till last billing.

*President*

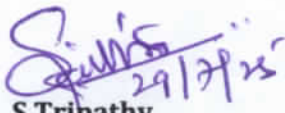
**Grievance Redressal Forum  
TPWODL, Burla - 768017**



- 4) It was observed from records that Rs. 3348.24/- was debited(added) to the consumer's account on the basis of defective meter assessment carried out by the Opposite Party for the period two years prior to installation of above new smart meter, effected in consumer ledger on 27-05-2025. This additional bill raised by the Opposite Party, re-assessing the previous average bills on the basis of subsequent new meter actual consumption recorded, is found to be genuinely charged as per regulations in force and hence, there is no further scope of revision of earlier bills.

*The instant case is hereby dismissed.*

*Accordingly, the case is disposed of.*

  
**S. Tripathy**  
Member (Finance)

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

  
**A.K. Satapathy**  
(President)

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

**Copy to: -**

1. Bipin Behera, At/Po- Bahadurpada, Brajrajnagar, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Brajrajnagar, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/298/2025)

