

**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)/ 327(4)

Date: 30.7.2025

**Present:**

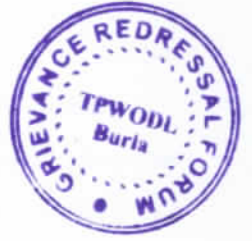
**Sri A.K. Satapathy, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/304/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Radhakanta Padhi At-Basenpal, Po-M.Kantapali, Dist-Jharsuguda-768226	4172-2306-0435	9937503827	
3	Respondent/s	SDO (Elect), Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	19.07.2025			
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	19.07.2025			
9	Date of Order	30/07/2025			
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, Panchagaon, TPWODL, Brajrajnagar



**Appeared**

**For the Complainant-** Radhakanta Padhi

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

**GRF Case No- BRL/304/2025**

Radhakanta Padhi

At-Basenpal,

Po-M.Kantapali,

Dist-Jharsuguda-768226

Consumer No-4172-2306-0435

**VRS**

SDO(Elect), Belpahar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Radhakanta Padhi appeared in the hearing on Dt. 19.07.2025 at the camp held at ESO Office, Panchagaon. The Complainant filed the petition disputed about abnormal energy bills raised particularly from December-2020 to August-2022, against his domestic connection. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents 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 4172-2306-0435, having CD-2KW under LT-Domestic category, coming under ESO-Panchagaon & initial power supply effected on 30.07.2012. 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 that October-2020 bi-monthly bill was charged on actual basis, considering current reading of KWH"006457" recorded in meter No"ORBO5046". Thereafter, provisional/average bills were charged from November-2020 to August-2022, as the above meter was declared as defective.
- 2) That, a new meter bearing SL. No." TPWODL1118012" was installed on 10-Dec-2022, replacing the old meter No" ORBO5046" and actual bills continued to charge thereafter. It was observed that the Opposite Party has not revised the above provisional/average bills after the installation of meter No." TPWODL1118012".

The Forum on scrutinizing the records, reports available on record construed that the provisional/average bills charged from November-2020 till the date of installation of new meter No." TPWODL1118012" are to be revised on the basis of actual monthly average consumption recorded in above mentioned meter, as per regulation 155 of OERC Distribution (Conditions of Supply), Code, 2019, to redress the grievances accordingly.

  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017



## 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.

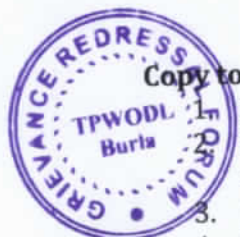
1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer from November-2020 till the date of installation of new meter No." TPWODL1118012" i.e. upto 10-Dec-2022, on the basis of succeeding six months actual monthly average consumption recorded in the aforementioned meter 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.*

*Accordingly, the case is disposed of.*

**The Opposite Party is directed to submit the compliance report to this Forum within one month from the date of the issue of this order.**

  
**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. Radhakanta Padhi, At-Basenpal, Po-M.Kantapali, Dist-Jharsuguda-768226.
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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/304/2025)