

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)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 614

Date: 26.02.26

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

1	Case No.	BRL/53/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mamtaj Begam C/O-Md. Anwar Alam At-Rehmat Nagar, Gandhi Nagar, Po-Belpahar, Dist-Jharsuguda-768217		4172-1206-0492	8018616853
3	Respondent/s	S.D.O (Elect), Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	28.01.2026			
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	28.01.2026			
9	Date of Order	26.02.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

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Place of Camp: ESO Office, Belpahar



Appeared

For the Complainant- Mamtaj Begam
Represented by Md. Anwar Alam

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

GRF Case No- BRL/53/2026

Mamtaj Begam
C/O- Md. Anwar Alam
At-Rehmat Nagar, Gandhi Nagar,
Po-Belpahar,
Dist-Jharsuguda
Consumer No-4172-1206-0492

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Md. Anwar Alam on behalf of late Mamtaj Begam appeared in the hearing on Dt. 28.01.2026 at the camp held at ESO Office, Belpahar. The complainant submitted during course of hearing in brief as follows:

1. To revise the average bill of the meter defective period.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit a Physical Verification Report carried out on 03.02.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply in the name of Mamtaj Begam is a LT-Domestic Category of TPWODL bearing con no 4172-1206-0492.
2. The date of power supply given to consumer is 08.11.2010.
3. As per consumer complain he was served provisional bills & abnormal bills from Oct-2015 onwards. So, he has requested for correction of the average bills.
4. It is verified & found that the initial power supply was given to the consumer with meter no- "974753" on actual basis from the date of supply i.e. Nov-2010 to Sept-2015. Then provisional and average bills were served from Oct-2015 to Jan 2018 with the same meter. In Feb-2018 an actual bill with KWh '8021' was served without taking into billing the total difference units between the IMR & FMR as on Oct-2015 and Feb-2018 respectively. Then from March-2018 to July-2022 actual & provisional bills were served along with high amount of DPS charged during the periodic & adjustment of the PL bills upto Nov-2020. But, the PL bills from Dec-2020 to July-2022 has been revised. Then, the power supply was disconnected and the bill was stopped till Nov-2025. The power supply was reconnected on Dt.26.1.2025 along with installation of new meter no- "TWSP51355123 on the same date.

President

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5. The opposite party suggested that, bill revision will be done as per detail mention below
- Step-1:** The accumulated reading of KWh '10076' up to Nov-2020 may be recast from the month of Oct-2015 to Nov-2020 by taking the IMR=3550 & FMR= 10076 respectively of that period.
- Step-2:** The bill from Dec-2020 to July-2022 may be revised as per monthly average consumption of six months consecutive consumption of meter no- "TWSP51355123" from the date of meter replacement along with withdrawn of DPS amount charged during the period.

OBSERVATION

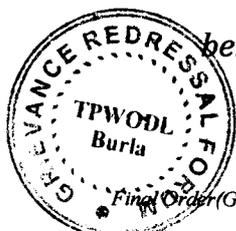
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-1206-0492, having CD-3.00 KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 08.11.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The date of initial power supply is 08/11/2010 with installed meter no. 974753.
2. Actual/provisional bills were generated from date of power supply to July-2022. Last actual reading with the meter no. 974753 was recorded in the month of November-2020 as '10076' hardly adjusting all the provisional bills.
3. There after bills were generated only with fix charge from August-2022 to Jult-2023 mentioning power supply disconnected and no bills generated from August-2023 to October-2025.
4. A meter having sl. no. TWSP51355123 was replaced on 26/12/2025 and actual bills are served till date.
5. Power supply was reconnected on 26/12/2025, so fix charge to be claimed for disconnection period.
6. Forum construed that the bills from October-2015 to November-2020 to be re-casted and bills from December-2020 to July-2022 to be revised to resolve the consumer's complain.

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 re-cast the EC bill from October-2015 to November-2020, taking IMR as '3550' on October-2015 and FRM as '10076' on November-2020 as recorded in meter sl.no. '232896', 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 revise the EC bill from December-2020 to July-2022, taking subsequent six-month average consumption from the date of installation of meter having sl.no. TWSP51355123, 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 raise the monthly Fixed Charge from August-2023 to October-2025 considering the power supply resumption as regularized, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
4. *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.*
5. *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.*

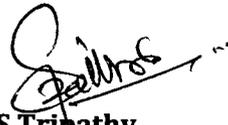
In terms of above, the petition stands disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of February-2026) from the date of issue of this order.



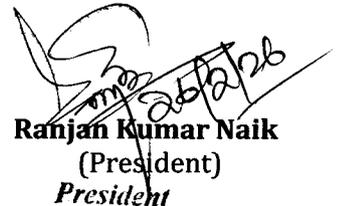
S.K Dora
(Co-Opted Member)

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. Mamtaj Begam, At-Rehmat Nagar, Gandhi Nagar, Po-Belpahar, Dist-Jharsuguda
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/53/2026)

