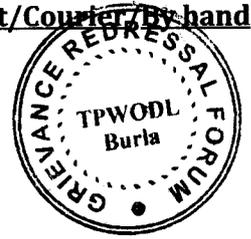


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: 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)/ 83(4)

Date: 27.02.26

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

1	Case No.	BRL/58/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chitaranjan Sahu At-Kunjijharan, Po-Kapilapur, Dist-Jharsuguda-768226		4172-2303-1986	8658679554
3	Respondent/s	S.D.O (Elect), Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	11.02.2026			
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	11.02.2026			
9	Date of Order	27.02.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

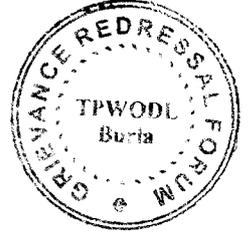
Ranjan Kumar Naik
 President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Panchgaon

Appeared

For the Complainant- Chitaranjan Sahu



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

GRF Case No- BRL/58/2026

Chitaranjan Sahu

At-Kunjijharan, Po-Kapilapur,

Dist-Jharsuguda

Consumer No-4172-2303-1986

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Chitaranjan Sahu appeared in the hearing on Dt. 11.02.2026 at the camp held at ESO Office, Panchgaon. The complainant submitted during course of hearing in brief as follows:

1. To revise the excess bills raised during June-2024 to September-2024, which is not the actual consumption of the consumer, requested to revise the bill.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit copy of meter test report, a Physical Verification Report carried out on 12.02.26 & 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 Chitaranjan Sahu is a LT-GP Category of TPWODL bearing con no 4172-2303-1986.
2. The date of power supply given to consumer is 13.03.2015.
3. As per consumer complain, he has served abnormal excess bill from Jan-2024 to Sept-2024. So, he has requested to revise the bill.
4. It is verified & found that the consumer has been served very high units actual bills on 'U' code basis from June-2024 to Sept-2024 in comparison to his previous months actual consumption and served abnormal bills from Jan-2019 to Sept-2023 in reference to meter SI No "WLT10138". In this regard AOC & ESO, Panchgaon has submitted the PVR along with the MRT Testing report of Meter No "WLT10138" in which it is found that the above meter is defective.

President
11/02/26

Grievance Redressal Forum
TPWODL, Buxa

5. The opposite party suggested that, bill revision will be done as per detail mention below
- Step-1:** The bill from Jan-2019 to Sept-2023 may be recast by taking IMR='0' KWh & FMR='13968' KWh respectively of that period.
- Step-2:** The abnormal bill from June-2024 to Sept-2024 may be revised as per monthly average consumption of six months consecutive consumption of meter no- "TWSP51204845" from the date of meter replacement.

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 4172-2303-1986, having CD-2.00 KW under LT-General Purpose<110 KVA category, coming under ESO-Panchgaon & initial power supply effected on 13.03.2015. 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 13/03/2015 with installed meter no. WES20513.
2. Actual/provisional bills were generated from date of power supply to July-Aug/2018, and average bill for the month Sept-Oct/2018.
3. A meter having sl. no. WLT10138 was replaced on 30/11/2018 and actual/provisional bills were served up to September-2024. During this period, bill for accumulated reading of 2168 units was raised on Aug-Sept/2023 and bills with abnormal reading were raised from June-2024 to September-2024 comparing to unit billed during preceding and succeeding billing period of the said period.
4. SDO (Elect), Belpahar has submitted a meter test report of EE, MRT division, Jharsuguda dated 05/10/2024, where in it is mentioned that "current is showing in billing meter 9.13 A but Accu-Chek showing 2.678 Amp as meter found defective, so meter to be replaced".
5. A meter having sl. no. TWSP51204145 was replaced on 05/10/2024 and actual bill is continuing till date.
6. Forum construed that the bills from March-2023 to September-2023 to be re-casted and bills from June-2024 to September-2024 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 March-2023 to September-2023, taking IMR as '11539' on March-2023 and FRM as '13968' on September-2023 as recorded in meter sl.no. WLT10138, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*


President

Grievance Redressal Forum
TPWODL, Belpahar, Jharsuguda, Odisha-751017

2. *The Opposite Party is directed to revise the EC bill from June-2024 to September-2024, taking subsequent six-month average consumption from the date of installation of meter having sl.no. TWSP51204845, 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 fix charge from August-2023 to October-2025, 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.*

Accordingly, 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 March-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. Chitaranjan Sahu, At-Kunjijharan, Po-Kapilapur, 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/58/2026)