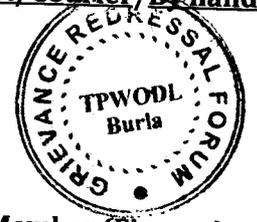


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 81(4)

Date: 27.02.26

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

1	Case No.	BRL/60/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Prashant Manchuria At-Debdhara, Po-Kudabaga, Dist-Jharsuguda-768219		4172-1301-1938	9861598380
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			

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Panchgaon

Appeared

For the Complainant- Prashant Manchuria



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

GRF Case No- BRL/60/2026

Prashant Manchuria
At-Debdhara, Po-Kudabaga,
Dist-Jharsuguda
Consumer No-4172-1301-1938

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Belpahar, TPWODL.

GIST OF THE CASE

Sri Prashant Manchuria 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 bill raised during Sept-2020 to May-2021 during the meter defective period.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Sept-2048 to Dec-2025, 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 Prashant Manchuria is a LT-Domestic Category of TPWODL bearing con no 4172-1301-1938.
2. The date of power supply given to consumer is 15.08.2018.
3. As per consumer complain he has served abnormal excess billing from Sept-2020 to May-2021. So, he has requested to revise the bill.
4. It is verified & found that the consumer has been served abnormal bills on 'L' code basis from Aug-2020 to May-2021 and served abnormal bills from the date of supply i.e Aug-2018 to July-2020.
5. The opposite party suggested that, bill revision will be done as per detail mention below
Step-1: The bill from Aug-2018 to July-2020 may be recast by taking IMR='0' KWh & FMR='1939' KWh respectively of that period.

Step-2: The bill from Aug-2020 to May-2021 may be revised as per monthly average consumption of six months consecutive consumption of meter no- "LW443750" from the date of meter replacement.

President
11/02/26

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 4172-1301-1938, having CD-0.25 KW under LT-Domestic category, coming under ESO-Panchgaon & initial power supply effected on 15.08.2018. 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 15/08/201 with installed meter no. 365312.
2. Actual/provisional bills were generated from date of power supply to June-July/2020 without proper adjustment of provisional bills. The provisional bills generated in between Aug-Sept/2020 up to April-May/2021, were not adjusted in subsequent bills as because a new meter was replaced during the month of May-2021.
3. A meter having sl. no. LW443750 was replaced on 14/05/2021 and actual bills are served till date.
4. Forum construed that the bills from DOS to July-2020 to be re-casted and bills from Aug-Sept/2020 to April-Mat/2021 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 date of initial power supply to July-2020, taking IMR as '0 on date of initial power supply and FRM as '1939' on July-2020 as recorded in meter sl.no. 365312, 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 August-September/2020 to April-May/2021, taking subsequent six-month average consumption from the date of installation of meter having sl.no. LW443750, 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.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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. Prashant Manchuria, At-Debdhara, Po-Kudabaga, 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:Bhoingar, 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/60/2026)