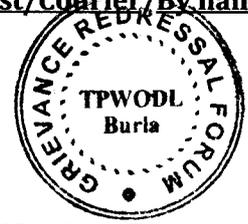


Grievance Redressal Forum
TPWODL, BURLA

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)



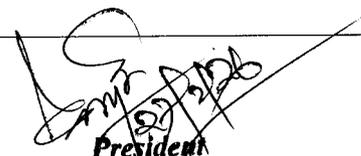
Ref: GRF/Burla/Div/BNED/ (Final Order)/ 8204

Date: 27.02.26

Present:

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

1	Case No.	BRL/64/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhubaneswar Chhatra C/O- Anil Chhatra At/Po-Lakhanpur, Dist-Jharsuguda-768219		4172-1205-1584	7749049885
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			


President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Lakhanpur



Appeared

For the Complainant- Bhubaneswar Chhatra
Represented by Anil Chhatra

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

GRF Case No- BRL/64/2026

Bhubaneswar Chhatra
C/O- Anil Chhatra
At/Po-Lakhanpur,
Dist-Jharsuguda
Consumer No-4172-1205-1584

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Belpahar, TPWODL.

GIST OF THE CASE

Sri Anil Chhatra on behalf of Bhubaneswar Chhatra appeared in the hearing on Dt. 11.02.2026 at the camp held at ESO Office, Lakhanpur. 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 13.02.26 & 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 Bhubaneswar Chhatra is a LT-Domestic Category of TPWODL bearing con no 4172-1205-1584.
2. The date of power supply given to consumer is 07.03.2010.
3. As per consumer complain, he has served average bills during the period of meter defective for which huge arrear has been accumulated. So, he has requested for correction of abnormal bill.
4. It is verified & found that the consumer has been served average bills on 'D' code basis from Apr/May-2015 to Aug/Sept-2018 due to meter defective.

The opposite party suggested that, the disputed bill from Oct-2016 to Sept-2018 may be revised as per monthly average consumption of six months consecutive consumption of meter no- "LW054640" from the date of meter replacement.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 4172-1205-1584, having CD-0.15 KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 17.03.2010. 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 17/03/2010 with installed meter no. 5247267.
2. Actual/provisional bills were generated from date of power supply to Feb-Mar/2015. From April-May/2015, average bills generated up to Aug-Sept/2018 with 842/1684/144 units on monthly/bi-monthly basis.
3. A meter having sl. no. LW054640 was replaced on 10/10/2018. Then after actual/provisional bills were generated up to June-2021.
4. There after provisional/average bills were generated from July-2021 to July-2025 and no bills generated from May-2022 to March-2025.
5. A meter having sl. no. TWST15136056 was replaced on 01/01/2025 and actual bills are served till date.
6. Forum construed that the bills from October-2016 to September-2018 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 revise the EC bill from October-2016 to September-2018, taking subsequent six-month average consumption from the date of installation of meter having sl.no. LW054640, 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 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.*
3. *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, Burlu - 768017

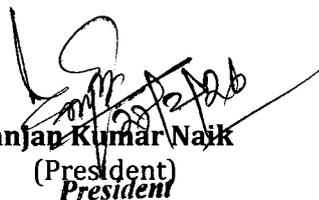
4. *The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.*

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. Bhubaneswar Chhatra, C/O- Anil Chhatra , At/Po-Lakhanpur, 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/64/2026)