

## 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 B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 109(4)

Date: 26/03/2025

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/117/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Krushna Chandra Barik At-Jamgaon, Po-Kudabaga Dist-Jharsuguda		4170-0103-3436	9178717564
3	Respondent/s	E.E(Elect), BNED,Brajarajnagar			Division B.N.E.D, TPWODL, Brajarajnagar
4	Date of Application	13.03.2025			
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	13.03.2025			
9	Date of Order	26/03/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

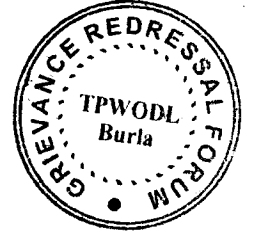
Grievance Redressal Forum  
TPWODL, Burla - 768017

Place of Camp: ESO Office, Panchagaon

**Appeared**

**For the Complainant-** Krushna Chandra Barik

**For the Respondent -** E.E(Electrical),BNED, Brajarajnagar



**GRF Case No- BRL/117/2025**

Krushna Chandra Barik  
At-Jamgaon, Po-Kudabaga  
Dist-Jharsuguda  
Consumer No-4170-0103-3436

**VRS**

E.E(Electrical),BNED, Brajarajnagar

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Krushna Chandra Barik appeared in the hearing on Dt. 13.03.2025 at the camp held at ESO Office, Panchagaon and submitted a written complaint wherein the complainant has raised objection about abnormal charging of bill particularly after installation of new meter for which the arrear amount was accumulated upto Rs.14330.00. Hence, the complainant prayed before the Forum to resolved the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party could submit photo of meter, billing history from Feb-2019 to Feb-2025 & a PVR caried out on Dt.10.03.2025 in this case.

**OBSERVATION**

The case is perused 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 4170-0103-3436, having CD- 3HP under LT-Irrigation Pumping & Agriculture category, coming under ESO-Panchgaon & initial power supply effected on 14.08.2018. On scrutinizing the records in detail, the Forum observed that 1<sup>st</sup> bill was generated in Feb-2019 on average basis and the same average bill continued up to July-2022 and provisional bill continues from Aug-2022 to Nov-2024. A new meter bearing SI No "TWSC10070119" has been installed on 09.01.2025, replacing the old meter No "WM469124" with FMR as '8930.06' during Dec-2024 & actual bill was raised with '9242' units considering the old meter consumption as '8930.06' units & the current meter CMR as '312' KWh. Hence, the Forum construed that the excess billing so charged in Dec-2024 is to be spread over from date of installation of old meter (old meter no-WM469124) there by revising the previous (average/provisional) billing from date of installation of old meter.

**ORDER**

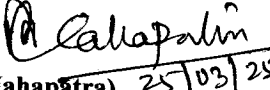
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

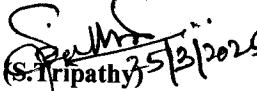
1. *The Opposite Party is directed to revise the energy bills from 14.08.2018 to Nov-2024 by recasting the accumulated reading of "8930.06" KWh (as recorded in old meter No "WM469124") on monthly average basis, from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*


2. The Opposite Party is directed to revise the energy bill for Dec-2024 as per actual meter reading of meter No 'TWSC10070119', 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
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 from the date of the issue of this order

  
**B. Mahapatra** 25/03/25  
 (Co-Ordinator)  
**Grievance Redressal Forum**  
 TPWODL, Burla - 768017

  
**S. Tripathy** 25/3/2025  
 Member (Finance)  
**Grievance Redressal Forum**  
 TPWODL, Burla - 768017

  
**A.K. Satapathy**  
 (President)  
**Grievance Redressal Forum**  
 TPWODL, Burla - 768017

1. Krushna Chandra Barik, At-Jamgaon, 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: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/117/2025)

