

**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)/ 178 (4)

Date: 29/04/2025

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/127/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ajay Kuanar Representative of Late Purna Ch Kuanar (Consumer) At-Bahadurpada, Brajarajnagar, Dist-Jharsuguda	4171-0103-0100	8249599377	
3	Respondent/s	S.D.O (Elect), Brajarajnagar	Division B.N.E.D, TPWODL, Brajarajnagar		
4	Date of Application	20.03.2025			
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	20.03.2025			
9	Date of Order	29/04/2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, Brajarajnagar

**Appeared**

**For the Complainant-** Ajay Kuanar

Representative of Late Purna Ch Kuanar (Consumer)



**For the Respondent -** SDO(Electrical), Brajarajnagar, TPWODL.

**GRF Case No- BRL/127/2025**

Ajay Kuanar

S/o Late Purna Ch Kuanar

At-Bahadurpada, Brajarajnagar

Dist-Jharsuguda

Consumer No-4171-0103-0100

**VRS**

SDO(Electrical), Brajarajnagar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Ajay Kuanar S/o Late Purna Ch Kuanar (consumer) appeared in the hearing on Dt. 20.03.2025 at the camp held at SDO Office, Brajarajnagar and submitted a written complaint wherein the complainant has raised objection that due to meter problem there is wrong billing from 2013 to 2019. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted billing history from March-2001 to Jan-2025, a Physical Verification Report carried out on 24.03.2025 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Purna Ch Kuanar is a Domestic consumer of TPWODL bearing con No 4171-0103-0100.
2. The date of power supply to the consumer is 1<sup>st</sup> January-1990.
3. The consumer was billed on Average basis from the month of Aug-2013 to Sept-2019, after that meter was changed on Oct-2019 (LW346898).
4. Again provisional & average bill were served to the consumer from Dec-2019 to Aug-2022. New meter (TPWODL1046648) installed in the month of Oct-2022.

**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 4171-0103-0100, having CD-2.50KW under LT-Domestic category, coming under ESO-Brajarajnagar & initial power supply effected on 01.01.1990.

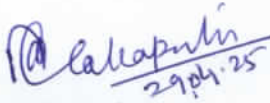
On scrutinizing the records in detail, the Forum observed that, average bills were charged previously from Aug-2013 to Sept-2019, since the old meter No "803305" has not recorded advanced reading for billing purpose. A new meter No "LW346898" was installed & updated in billing during Oct-2019. However, provisional bills continued to charged from Dec-2019 to Sept-2021 and then, on average basis from Oct-2021 to Aug-2022. It was noticed from the ledger abstract





that a new meter No "TPWODL1046648" was installed in the premises on 23.09.2022 and actual bills continued to charged thereafter. On verification of records, it was pointed out that the Opposite Party has already revised the previous provisional/average bills from Sept-2020 to Aug-2022 as per Regulation-155 of OERC Distribution (Conditions of Supply) Code,2019 and credited back Rs.21981.05/- to the complainants account, effected on 20.02.2024. Hence, the Forum construed that there is no further scope of revision of previous bills raised & no further merit in the case.

Hence the instant case is hereby dismissed.

Accordingly, the case is disposed of.

  
**B. Mahapatra)**  
(Co-Opted Member)  
*Co-opted Member*  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

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

**Copy to: -**

1. Ajay Kuanar, S/o Late Purna Ch Kuanar, At-Bahadurpada, Brajarajnagar, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Brajarajnagar, 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/127/2025)