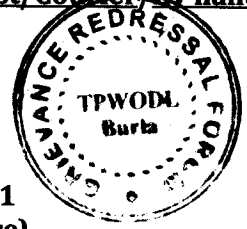


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601
Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)




Ref: GRF/Burla/Div/BNED/ (Final Order)/ 290 (4)

Date: 30/06/2025

Present:

**Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/273/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jenamani Bishi At-Telen, Po-Sonabaga Dist-Jharsuguda-768219		4170-0103-3666	7848965266
3	Respondent/s	E.E, B.N.E.D(Elect), Brjarajnagar			Division B.N.E.D, TPWODL, Brjarajnagar
4	Date of Application	24.06.2025			
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	24.06.2025			
9	Date of Order	30/06/2025			
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, Bandhbahal



Appeared

For the Complainant- Jenamani Bishi

For the Respondent - E.E.(Electrical),B.N.E.D, TPWODL.

GRF Case No- BRL/273/2025

Jenamani Bishi

At-Telen, Po-Sonabaga

Dist-Jharsuguda

Consumer No-4170-0103-3666

VRS

E.E.(Electrical),B.N.E.D, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Jenamani Bishi appeared in the hearing on Dt. 24.06.2025 at the camp held at ESO Office, Bandhbahal. The Complainant filed the petition objected to provisional energy bills charged against his L.I. Point connection particularly from June-2021 to November-2022. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The opposite party submitted billing abstract from Jun-2021 to May-2025 & a Physical Verification Report carried out on Dt.16.06.2025 in this case.

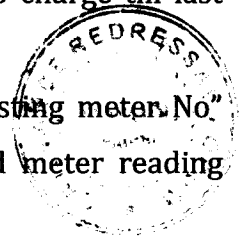
OBSERVATION

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 4170-0103-3666, having CD-2.238KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Panchgaon & initial power supply effected on 20.05.2021. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, on examining the case in detail, the Forum observed from the billing records that 1st energy bill was charged to the complainant in June-2021 on provisional basis with initial meter No" WLT635202" installed at site.
2. That, provisional bills were continuously charged from June-2021 to November-2022 on different units from time to time.
3. The licensee's soft records (FG/Samadhan App) revealed that a new meter bearing SL. No-" TPU040741" was installed in the premises on 01-Dec-2022, replacing the old meter No" WLT635202" and actual bills continued to charged from December-2022 to March-2024. Thereafter, average bills were raised from April-2024 to June-2024.


President

4. It was further pointed out that another new meter SL. No." TWSC10068866" was installed in the premises on 16-Aug-2024 and actual bills continued to charge till last billing.
5. The Physical Verification Report dtd.16.06.2025 indicated that the existing meter No." TWSC10068866" has been found in running condition with advanced meter reading recorded as KWH"005102".
6. The licensee's soft records (FG/Samadhan App) revealed that the previous energy bills charged from 24-04-2024 to 16-08-2024 were revised by the Opposite Party, due to meter change assessment carried out and Rs. 1010.54/- was added(debited) to the consumer account on 27-05-2025.



On verifying the records, reports available on record and the petition filed by the complainant, the Forum construed that the provisional energy bills so charged from June-2021 to November-2022 are to be revised by the Opposite Party on the basis of actual monthly average consumption recorded in the subsequent meter No." TPU040741", as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

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 bill charged to the complainant from June-2021 to November-2022 on the basis of succeeding six months actual monthly average consumption recorded in the subsequent meter No." TPU040741", from the date/month of installation of the same meter, 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 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.*

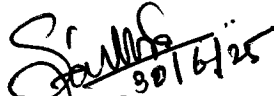
President
Grievance Redressal Forum
TPWODL, Burla - 768017

3. 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.


S. Tripathy

Member (Finance)
Member

Grievance Redressal Forum

Copy to: - TPWODL, Burla - 768017


A.K. Satapathy

(President)
President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Jenamani Bishi, At-Telen, Po-Sonabaga, 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/273/2025)