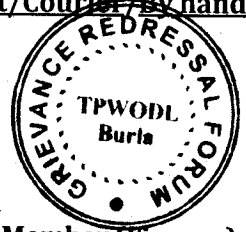


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 44744

Date: 31.10.25

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri Sovan Tripathy Member(Finance)**

1	Case No.	BRL/402/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jagadish Pradhan At/Po/Ps-Lakhanpur Dist-Jharsuguda-768219		4172-1205-0599	9937168508
3	Respondent/s	SDO (Elect), Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	08.10.2025			
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	08.10.2025			
9	Date of Order	29.10.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

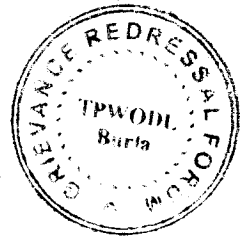
**Grievance Redressal Forum
TPWODL, Burla - 768017**

Place of Camp: Lakhanpur Grid, Belpahar, TPWODL, Brajrajnagar

Appeared

For the Complainant- Jagadish Pradhan

For the Respondent - SDO(Electrical) Belpahar, TPWODL



GRF Case No- BRL/402/2025

Jagadish Pradhan

At/Po/Ps-Lakhanpur,

Dist-Jharsuguda-768219

Consumer No-4172-1205-0599

VRS

SDO(Electrical) Belpahar, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Jagadish Pradhan appeared in the hearing on Dt. 08.10.2025 at the camp held at Lakhanpur Grid, under ESO-Belpahar. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has raised objection regarding average energy bills raised previously but failed to submit the period & nature of dispute.
- 2) To revise the EC bills as per actual meter consumption recorded.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted ledger copy for the period from Mar'2001 to Sep'2025, written statement and Physical Verification Report carried out on 16.10.2025 in this case.

Remarks given in Physical Verification Report(16.10.2025) as mentioned below:-

"Previous provisional & average bill may be revise as per actual reading."

Remarks given in Written statement as mentioned below:-

1. The power supply was given on 01.01.1990. The consumer was served average (AV) bill from Mar'2001 to Sep'2018 on without meter basis. Then a new meter sl. No."LW058909" was installed on 08.10.2018 and it was continued till Mar'2023. Then, that meter became defective and replaced with a new meter no.TPWODL1157330 on 20.05.2023.
2. As per the billing data and consumer complaint, the Average bill from Oct'2016 to Sep'2018 is to be revised.
3. The opposite party suggested that, revise the bill for the period from Oct'2016 to Sep'2018 as per the monthly average consumption of six months consecutive consumption of meter No.LW058909 by taking IMR ="0" KWH as on 10/2018(08.10.2018) and FMR="431"KWH as on 03/2019(09.04.2019).

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 4172-1205-0599, having CD-2.00KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President

Grievance Redressal Forum
TPWODL, Burla - 768017

- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records (FG & Samadhan App) that provisional/average bills charged previously upto September-2018 @ 288 units/216 units on bi-monthly basis.
- 2) A new meter bearing SL. No." LW058909" was installed on 08-Oct-2018 & actual bills continued upto November-2022 billing.
- 3) That, average bills charged from Dec-2022 to Mar-2023 were revised by the Opposite Party & Rs. 759.21/- was deducted from the consumer account.
- 4) A meter bearing SL.No." TPWODL1157330" was installed on 20-May-2023, replacing the old defective meter No." LW058909".
- 5) It was observed that average bills raised limited to two years prior to installation of meter No." LW058909" (as per regulation 155 of OERC Distribution(Condition of Supply), Code,2019) were not revised by the Opposite Party which ought to be reassessed to redress the grievances accordingly. The Opposite Party is advised to allow suitable instalments upon request made by the complainant consumer.

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 charged from October-2016 to September-2018, on the basis of succeeding six months actual monthly average consumption recorded in the meter SL. No." LW058909", 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 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.
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 (by the end of November-2025) from the date of issue of this order.


(S.K.Dora)
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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


(Ranjan Kumar Naik)
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Jagadish Pradhan, At/Po/Ps-Lakhanpur, Dist-Jharsuguda-768219.
2. Dist-Jharsuguda-768219 Sub-Divisional Officer (Elect.) Belpahar, TPWODL, Brajrajnagar with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
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/402/2025)