

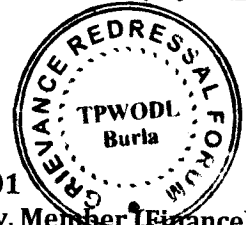
Grievance Redressal Forum

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)/ 44864

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/403/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Nityananda Bhoi At-Mauliberna, Po/Ps-Lakhanpur Dist-Jharsuguda-768219		4172-1205-0634	9777483344																																
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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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																																			

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

Appeared

For the Complainant- Nityananda Bhoi

For the Respondent - SDO(Electrical) Belpahar, TPWODL

GRF Case No- BRL/403/2025

Nityananda Bhoi

At-Mauliberna,

Po/Ps-Lakhanpur

Dist-Jharsuguda-768219

Consumer No-4172-1205-0634

VRS

SDO(Electrical) Belpahar, TPWODL



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Nityananda Bhoi 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 abnormal 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.

Previous Complain, if any: Not Available

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 Actual bills from Apr'2001 to Mar'2002, Jun'2004 to Sep'2011, Dec'2018 to Feb'2022 & Apr'2024 to till date. In between the periods several Provisional and Average bills were served @ Different units to the consumer.
2. As per the billing data and consumer complaint, the Average bill from Feb'2017 to Jan'2019 is to be revised.
3. The opposite party suggested that, revise the bill for the period from Feb'2017 to Jan'2019 as per the monthly average consumption of six months consecutive consumption of meter No.LW077809 by taking IMR ="96" KWH as on Feb'2019(13.02.2019) and FMR="352" KWH as on Jul'2019(14.08.2019).

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 4172-1205-0634, 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,

[Signature]
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 previously charged from August-2011 to November-2017 on different units from time to time.
- 2) A meter bearing SL. No." LW077809" was installed on 02-Jan-2019 but was updated in billing database later on 24-Sep-2021, replacing the old meter No." 1823701". Actual bills charged thereafter based on actual consumption recorded in the new meter installed.
- 3) Provisional & average bills were again charged from March-2022 to March-2024. The ledger database revealed that an inspection was carried out by Opposite Party on 24-Jun-2022 & 17-Feb-2024. The cases were closed on payment of assessment fees.
- 4) It was further observed that a meter bearing SL.No." TWST15013006" was installed on 19-Mar-2025, replacing the old defective meter No." LW077809".
- 5) It was observed that average bills raised limited to two years prior to installation of meter No." LW077809" (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.

ORDER

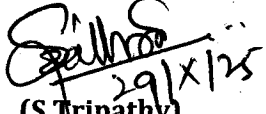
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019.

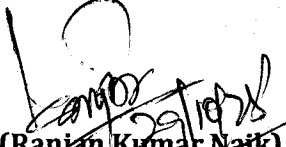
1. *The Opposite Party is directed to revise the energy bills charged from February-2017 to January-2019, on the basis of succeeding six months actual monthly average consumption recorded in the meter SL. No." LW077809", from the date/month of installation of the same, duly adjusting the bill revision 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. Nityananda Bhoi, At-Mauliberna, 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/403/2025)