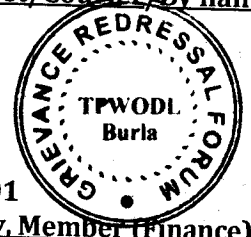


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 442(4)

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/405/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Makardhwaj Bag At/Po/Ps-Lakhanpur Dist-Jharsuguda-768219		4172-1205-1413	8018997127																																
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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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- Makardhwaj Bag

For the Respondent - SDO(Electrical) Belpahar, TPWODL



GRF Case No- BRL/405/2025

Makardhwaj Bag

At/Po/Ps-Lakhanpur,

Dist-Jharsuguda-768219

Consumer No-4172-1205-1413

VRS

SDO(Electrical) Belpahar, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Makardhwaj Bag 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 from March-2021 to February-2025 but failed to submit the 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'2011 to Aug'2025, Physical Verification Report carried out on 22.10.2025 in this case.

Remarks given in Physical Verification Report(22.10.2025) as mentioned below:-

"There was no meter available in consumer premises."

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 4172-1205-1413, having CD-2.00KW under LT-Domestic category, coming under ESO-Belpahar & initial power supply effected on 20.02.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 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 actual bill was charged in May-2021, considering the current reading of Kwh"5903", initial reading of Kwh"5849", recorded in meter SL.No."WCG08866", thereby auto-adjusting the provisional bill raised in April-2021 billing.
 - 2) That, provisional & average bills were charged subsequently from June-2021 to January-2024 on different units from time to time.
 - 3) The power supply was disconnected on 04-Mar-2024 & reconnected later on with no trace of reconnection record found in ledger. Actual bills continued to charge from February-2025 to August-2025 with last updated reading of KWH"5924" recorded in above mentioned meter.
- The Physical Verification Report dtd.22.10.2025 revealed that there has been no meter available in the consumer premises. The Opposite Party failed to submit the physical status of the supply and written statement in support of their views to the case after giving sufficient reasonable time to furnish. Hence, the Forum could not ascertain the status of old meter with final meter readings, the power supply position & the new meter, if installed afterwards.

ORDER

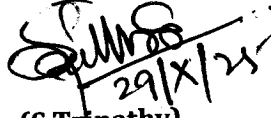
In the absence of proper relevant records/documents from either of the parties to extend reasonable justice to the complainant consumer, the Forum is at constraint to pass necessary orders at this time

Hence, the instant case is hereby dropped.

Accordingly, the case is disposed of.



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


29/11/25

(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. Makardhwaj Bag, 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/405/2025)