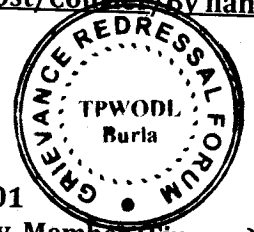


Grievance Redressal Forum

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)/ 445(4)

Date: 31.10.25

Present:Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/410/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Himansu Kumar Panda At-Kadamdihi, Po/Ps-Rengali, Dist-Jharsuguda-768219		4172-2207-0009	9337620220																																
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																																				
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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																																			

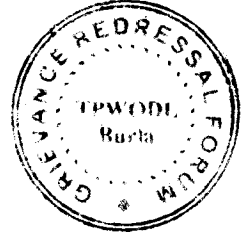
[Signature]
President
Grievance Redressal Forum

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

Appeared

For the Complainant- Himansu Kumar Panda

For the Respondent - SDO(Electrical) Belpahar, TPWODL



COMPLAINANT

GRF Case No- BRL/410/2025

Himansu Kumar Panda

At-Kadamdihi,

Po/Ps-Rengali

Dist-Jharsuguda-768219

Consumer No-4172-2207-0009

VRS

SDO(Electrical) Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Himansu Kumar Panda 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.

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 17.10.2025 in this case.

Remarks given in Physical Verification Report(17.10.2025) 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 and Average bills from Mar'2001 to Nov'2011 with meter no."WESCO219846", A-1710253 & 173899 from time to time. Then a new meter sl. No.394954 was installed in billing month Dec-Jan'2012 and the same meter is continuing till date.
2. As per billing data a new meter no.A-1710253 was installed in Apr-May'2001 but there was a high billing of wrong reading for 2236 units was served in the same month instead of actual meter reading of the new meter. The FMR="2246" kwh of the old meter no.WESCO219846 was wrongly taken by the new meter there by deducting IMR="10" kwh of the new meter a bill of 2236 units had been generated for Rs 6797/-. Then followed by average bill from Jun-Jul'2001 to Oct-Nov'2001 in the same meter. But, in Dec-Jan'2002 actual meter reading bill had been served in the same meter. After that the meter was replaced with a new meter no.173899.
3. So, the consumer has requested to revise that wrong billing along with average bills served to him.

President

Grievance Redressal Forum
TPWODL, Burla - 768011

4. The opposite party suggested that, revise the bill from Apr-May'2001 to Dec-Jan'2002 by spread over the actual units recorded in the meter no.A-1710253 considering IMR="10" kwh as on Apr'2001 and FMR="1344" kwh as on Jan'2002.

OBSERVATION

The case is pursued with all documents available on record and merits of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-2207-0009, 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,

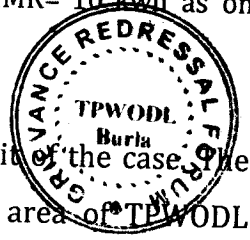
- 1) That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records (FG & Samadhan App) that a new meter bearing SL.NO." A-1710253" was installed & updated in billing during April/May-2001 but, actual bill was charged abnormally with "2236" in a single month, taking the current reading of Kwh" 2246".
- 2) Subsequently, bi-monthly average bills were charged from June-2001 to November-2001 @288 units.
- 3) December/January-2002 bill was charged on actual basis, considering the current reading of KWh" 1344".
- 4) Thereafter, actual bills continued to charge till last billing (except some provisional bills that were adjusted properly in subsequent billing) as per advanced consumption recorded in above mentioned meter.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from April-2001 to January-2002 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in existing meter No." A-1710253" to redress the grievances accordingly.

ORDER

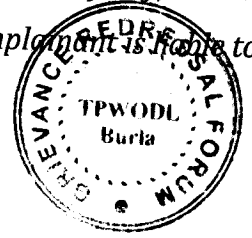
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019.

1. The Opposite Party is directed to revise the energy bills charged from April-2001 to January-2002, on the basis of actual monthly average consumption recorded in meter SL. No." A-1710253", considering initial reading as on the date of installation of above meter and final reading as Kwh" 1344" as on January-2002, 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.



[Signature]
29/10/25
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 (by the end of November-2025) from the date of issue of this order.

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

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

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

Copy to: -

1. Himansu Kumar Panda, At-Kadamdihi, Po/Ps-Rengali, Dist-Jharsuguda-768219.
2. 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/410/2025)