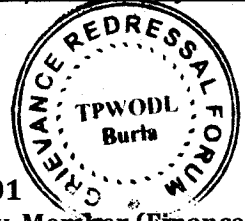


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 446 (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/411/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Debagaon Pradhan C/o-Bajarangee Pradhan At-Douanmunda, Po-Kudabaga, Dist-Jharsuguda-768219		4172-2207-0194	
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			

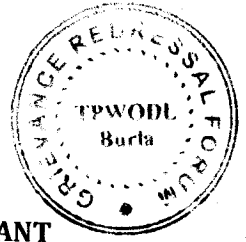
Place of Camp: Lakhanpur Grid, Belpahar, TPWODL, Brajrajnagar

Appeared

For the Complainant- Debagaon Pradhan

Represented by Bajarangee Pradhan

For the Respondent - SDO(Electrical) Belpahar, TPWODL



GRF Case No- BRL/411/2025

Debagaon Pradhan

C/o-Bajarangee Pradhan

At-Douanmunda,

Po-Kudabaga,

Dist-Jharsuguda-768219

Consumer No-4172-2207-0194

VRS

SDO(Electrical) Belpahar, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Bajarangee Pradhan on behalf of Debagaon 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.

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(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:-

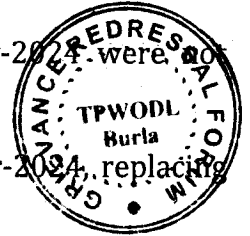
1. The power supply was given on 01.01.1990. The consumer was served Actual and Average bills from Jul'2004 to Oct'2023 along with adjustment of provisional bills of the period. Then, from Nov'2023 to Jan'2024 provisional bills were served which has not been adjusted.
2. As per billing data and consumer complaint, the provisional bill from Nov'2023 to Jan'2024 is to be revised.
3. The opposite party suggested that, the revise the bill from Nov'2023 to Jan'2024 as per monthly average consumption of six months consecutive consumption of the meter no.TWST1708529 by taking IMR ="0" kwh as on 03/2024(12.03.2024) and FMR="804" kwh as on 06/2024 (03.07.2024).

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 4172-2207-0194, having CD-2.50KW 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 actual & provisional bills were charged from July-2004 to Oct-2023 along with adjustments of provisional bills from time to time.
- 2) However, provisional bills charged from November-2023 to January-2024 were not adjusted in the subsequent bills.
- 3) A new meter bearing SL.No." TWST1708529" was installed on 12-Mar-2024, replacing the old defective meter No." WCG17138".
- 4) The Physical Verification report dtd.16.10.2025 revealed that existing meter bearing meter SL.No." TWST1708529" has been found in running condition with meter status found "Ok" & advanced reading recorded as KWH"000956".



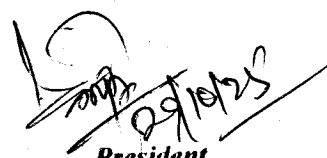
The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from November-2023 to February-2024 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in subsequent meter installed bearing SL.No." TWST1708529" to redress 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 November-2023 to February-2024, on the basis of succeeding six months actual monthly average consumption recorded in the meter SL. No." TWST1708529", 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.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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. Debagaon Pradhan, C/o-Bajarangee Pradhan, At-Douanmunda, Po-Kudabaga, 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/411/2025)