

Grievance Redressal Forum

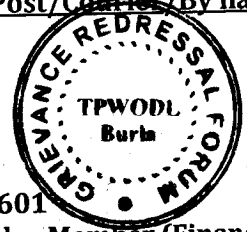
TPWODL, BURLA

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)/450(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/416/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Achuta Pradhan C/o-Subash Pradhan At -Bijapali, Po - Panchagaon, Dist-Jharsuguda-768226		4172-1302-3980	7606004897																																
3	Respondent/s	SDO (Elect), Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar																																
4	Date of Application	10.10.2025																																			
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	10.10.2025																																			
9	Date of Order	30.10.25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: ESO Office, Panchagaon, TPWODL, Brajrajnagar



Appeared

For the Complainant- Achuta Pradhan

Represented by Subash Pradhan

For the Respondent - SDO(Electrical) Belpahar, TPWODL

GRF Case No- BRL/416/2025

Achuta Pradhan

C/o-Subash Pradhan

At -Bijapali,

Po - Panchagaon,

Dist-Jharsuguda-768226

Consumer No-4172-1302-3980

COMPLAINANT

VRS

SDO(Electrical) Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Subash Pradhan on behalf of Achuta Pradhan appeared in the hearing on Dt. 10.10.2025 at the camp held at Bhikampali under ESO Office, Panchagaon. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has raised objection regarding abnormal & average energy bills charged but failed to submit the period of billing 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 not submitted any relevant documents except Physical Verification Report carried out on 18.10.2025 in this case.

Remarks given in Physical Verification Form as mentioned below:-

"During physical verification above consumer abnormal and suppressed reading bill may be revised on the basis of actual meter details."

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 4172-1302-3980, having CD-2KW under LT-DOM, coming under ESO-Panchgaon & 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 licensee's soft records (FG & Samadhan App) that average energy bills were charged continuously from January-2011 to August-2020 @174 unit/210 unit/232 units/400 units/144 units/216 units on bi-monthly basis from time to time.

- 2) The ledger abstract revealed that power supply was disconnected on 31.08.2021 & reconnected on 15.02.2024. Further, disconnected on 29.07.24 & reconnected on 22.10.2025.
- 3) That, a new meter bearing SL.No." TWST1708703" was installed on 14-Feb-2024, replacing the old defective meter No." LW122965".
- 4) February-2024 bill was charged abnormally on actual basis with "4452 units in a single month, the current reading being kwh" 257" even though the above new meter was installed in the same month, charging Rs. 21722.78/- for the month.
- 5) No bill units were raised from Sept-2020 to January-2024 & from Sept-2024 to June-2025. The Opposite Party could not submit the relevant documents and written statement in support of their views to the case, after giving sufficient reasonable time to furnish. The justification for charging "4452" units in Feb-2024 could not be established in the absence of documents from the Opposite Party. Hence, the benefit of doubt is to be extended to the consumer accordingly.

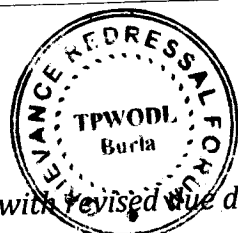


The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged limited to two years as per regulation in force i.e. from September-2018 to August-2020 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in subsequent meter installed bearing SL.No." TWST1708703". Further, the energy bill raised in February-2024 is also to be revised as per monthly average consumption so derived for the above bill revision period, in order to extend fair & reasonable justice to 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 September-2018 to August-2020, on the basis of succeeding six months actual monthly average consumption recorded in meter SL. No." TWST1708703", 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 revise the energy bill charged in February-2024, based on the monthly average consumption so derived in para-1 of the above order, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*



3. 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.
4. 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. Achuta Pradhan, C/o-Subash Pradhan, At-Bijapali, Po-Panchagaon, Dist-Jharsuguda-768226.
2. 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/416/2025)