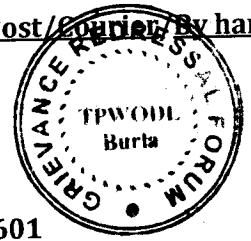


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 451(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/417/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mahendra Jaiswal C/o-Jagadish Jaiswal At -Mahasingh, Po - Panchagaon, Dist-Jharsuguda-768226		4172-1309-4449	9938750489
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-	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	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			

(Signature)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

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

Appeared

For the Complainant- Mahendra Jaiswal

For the Respondent - SDO(Electrical) Belpahar, TPWODL



GRF Case No- BRL/417/2025

Mahendra Jaiswal

C/o-Jagadish Jaiswal

At -Mahasingh,

Po - Panchagaon,

Dist-Jharsuguda-768226

Consumer No-4172-1309-4449

COMPLAINANT

VRS

SDO(Electrical) Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Mahendra Jaiswal 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 energy bills raised previously but failed to submit the nature and period 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 Physical Verification Report carried out on 18.10.2025 and written statement on 30.10.2025 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."

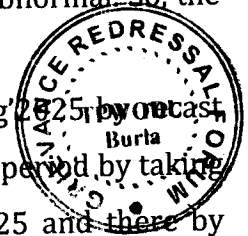
Remarks given in written statement as mentioned below:-

1. The power supply was given on 01.03.2014 with meter sl. No.WES20760. The consumer was served monthly bills on Actual(AC) basis from the date of supply i.e Mar'2014 to Sep'2015. The FMR was 990 Kwh upto Sep'2015. Then bills were served on Provisional (PL) basis from Oct'2015 to Jul'2016. Then in Aug-Sep'2016, an actual bill of 10 units was served without punching of the FMR of the meter. Then, in the next month Oct-Nov'2016, the FMR was given as 2517 Kwh with the above same meter and bill was served for 2517 units for two months instead of subtracting for previous reading 990 Kwh upto Sep'2015. So, the wrong bill of Oct-Nov'2016 was subsequently revised in Dec-Jan'2017 and a sundry of Rs 8653/- had been credited in the consumer account.

[Handwritten signature]
12/10/25
President

Grievance Redressal Forum
768017

2. Then, the subsequent bills from Feb'2017 to till date are served with the same meter on actual and provisional basis there by adjustment of the provisional bills. But, in some instances high billing has been served during the above period such as in Sep'2019 a bill of Rs 11286/- in May'2020 a bill of Rs 7613/- and in Nov'2021 a bill of Rs 31,975/-. In some instances, Low billing has been served. So, from the above it can be ascertained that the billing sequence from the date of power supply to till date is quite abnormal. So, the bill needs revision.
3. The opposite party suggested that revise the bill from Mar'2014 to Aug'2025 by recast the total 21854 units recorded in the meter no. WES20760 over the total period by taking IMR="0" Kwh as on May'2014 and FMR ="21854" Kwh as on Aug'2025 and there by adjusting the bill revision made in Jan'2017.



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 4172-1309-4449, having CD-1KW under LT-General Purpose<110KVA, coming under ESO-Panchgaon & initial power supply effected on 01.03.2014. 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 first bill was raised on actual basis in May-2014, considering the consumption recorded in meter SL.No." WES20760".
- 2) The Physical Verification Report dtd. 18.10.2025 revealed that existing meter bearing meter SL.No." WES20760" has been found in running condition with meter status found "Ok" & advanced reading recorded as KWH"022147".
- 3) That, actual bills were charged in many period with an exception of, higher bills raised abnormally in months though on actual basis, particularly in Nov-2016, Sept-2019, May-2020 & Nov-2021 with "2517" units, "1796" units, "1185" units, "4748" units respectively. However, provisional bills raised previously were adjusted automatically in subsequent billing months.

On scrutinizing the records, reports available on record, the Forum construed that the energy bills charged from the date of initial power supply till last billing i.e. Sept-2025 are to be recasted on actual monthly average consumption basis, recorded in existing meter SL.NO." WES20760", to extend monthly slab benefit to the consumer & redress the grievances accordingly.

[Signature]
President
30/10/25

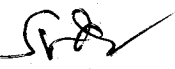
ORDER

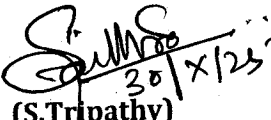
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019.

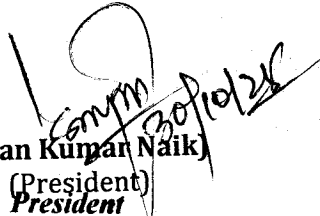
1. The Opposite Party is directed to revise the energy bills charged from the date of initial power supply i.e. 01.03.2014 to September-2025, on the basis of recasting/spreading over the total accumulated reading of KWH "22155" units on actual monthly average basis, as recorded in meter SL.No. "WES20760", 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. Mahendra Jaiswal, C/o-Jagadish Jaiswal, At -Mahasingh, 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/417/2025)