

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)/444(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/419/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Krushna Badhei At -Bethjharan Po - Panchagaon, Dist-Jharsuguda-768219		4172-1301-2501	9861655744																																
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	29/10/25																																			
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- Krushna Badhei

For the Respondent - SDO(Electrical) Belpahar, TPWODL

GRF Case No- BRL/419/2025

COMPLAINANT

Krushna Badhei

At -Bethjharan

Po - Panchagaon,

Dist-Jharsuguda-768219

Consumer No-4172-1301-2501

VRS

SDO(Electrical) Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Krushna Badhei appeared in the hearing on Dt. 10.10.2025 at the camp held at Bhikmpali 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 raised from 2015 to 2018.
- 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:-

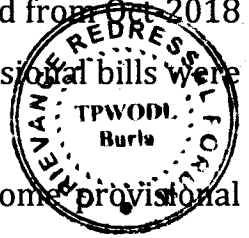
"During physical verification above consumer bill may be revised on the basis of actual meter details."

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 4172-1301-2501, having CD-2KW under LT-DOM, coming under ESO-Panchgaon & initial power supply effected on 19.03.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,


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TPWODL, Barla - 768017

- 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 average bills were raised upto September-2018 billing.
- 2) A new meter bearing SL.No." LW053795" was installed on 02-Oct-2018, replacing the old defective meter No." 934344" but, provisional bills charged from Oct-2018 to May-2019 as no readings were recorded for billing. Such provisional bills were auto-adjusted in June/July-2019.
- 3) Thereafter, actual bills were charged upto Sept-2024 (except some provisional bills that were adjusted subsequently) as per advanced consumption recorded in meter No." LW053795" with final reading of Kwh" 3526".
- 4) That, another new meter bearing SL.No." TWSP51228165" was installed on 29-Nov-2024, replacing the old meter No." LW053795".
- 5) The Physical Verification report dtd.06.10.2025 revealed that existing meter bearing meter SL.No." TWSP51228165" has been found in running condition with meter status found "Ok" & advanced reading recorded as KWH"000678". Actual bills continued to charge since November-2024 onwards.



The Forum on scrutinizing the records, reports available on record construed that the energy bills charged limited to two years as per regulation in force i.e. from October-2016 to September-2018 are to be revised by the Opposite Party, as per actual monthly average consumption recorded in subsequent meter installed bearing SL.No." LW053795" to redress the grievances accordingly.

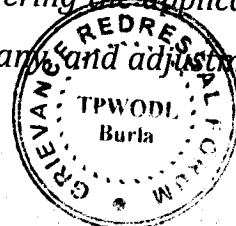
ORDER

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 October-2016 to September-2018, on the basis of actual monthly average consumption recorded in meter SL. No." LW053795", considering initial reading as on the date of installation of above meter and final reading as Kwh" 3526" as on September-2024, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

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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. Krushna Badhei, At -Bethjharan,Po - Panchagaon, Dist-Jharsuguda-768219.
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/419/2025)