

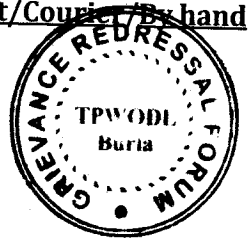
Grievance Redressal Forum

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)/441(4)

Date: 31.10.25

Present:

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

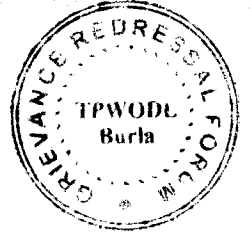
1	Case No.	BRL/421/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Madhab Dhurua At -Betijharan, Po - Panchagaon,Brajrajnagar, Dist-Jharsuguda-768219		4172-1301- 0320	7991063048																																
3	Respondent/s	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- Madhab Dhurua

For the Respondent - SDO(Electrical) Belpahar, TPWODL



GRF Case No- BRL/421/2025

Madhab Dhurua

At -Betijharan,

Po - Panchagaon, Brajrajnagar,

Dist-Jharsuguda-768219

Consumer No-4172-1301-0320

COMPLAINANT

VRS

SDO(Electrical) Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Madhab Dhurua 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 February-2001 to November-2015.
- 2) To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

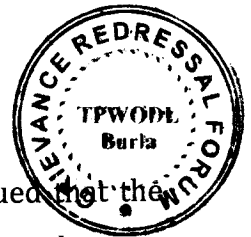
The opposite party has not submitted any relevant documents in this case.

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 4172-1301-0320, having CD-2KW under LT-Domestic, 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 available soft records (FG & Samadhan App) that average bills were raised continuously upto September-2018 billing, as no meter/meter readings were updated for billing.
- 2) A new meter bearing SL.No." LW053788" was installed on 02-Oct-2018 and actual bills continued thereafter till last billing.
- 3) It was observed from records that that average bills charged from October-2016 to September-2018 were already revised by the Opposite Party & Rs.8969.16/- was credited(withdrawn from) to the consumer's account on 28-03-2024.

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017



ORDER

The Forum on scrutinizing the records, reports available on record construed that the Opposite Party has acted upon the grievances & revised the energy bills charged limited to two years (as per regulation 155 & regulation-157 of OERC Distribution(Condition of Supply), Code,2019) i.e. from October-2016 to September-2018. The above bill revision carried out by the Opposite Party were found to be genuinely assessed as per regulations in force and hence, there is no further scope of revision of earlier bills.

The instant case is hereby dismissed.

Accordingly, the case is disposed of.

(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. Madhab Dhurua, At -Betijharan,Po - Panchagaon,Brajrajnagar,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/421/2025)