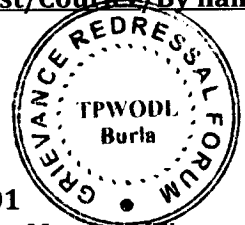


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 475(4)

Date: 31/10/25

Present:

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

1	Case No.	BRL/450/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chuleswar Naik C/O-Shibanand Naik At-Bhikampali, Po-M.Katapali Dist-Jharsuguda-768226		4172-2304-1093	8895271125
3	Respondent/s	SDO (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajarajnagar
4	Date of Application	23.10.2025			
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	23.10.2025			
9	Date of Order	31/10/25			
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, Bandhbahal

Appeared

For the Complainant- Chuleswar Naik
Represented by Shibinand Naik

For the Respondent - SDO(Electrical),Belpahar, TPWODL.



GRF Case No- BRL/450/2025

Chuleswar Naik
C/O-Shibinand Naik
At-Bhikampali, Po-M.Katapali
Dist-Jharsuguda
Consumer No-4172-2304-1093

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Shibinand Naik on behalf of Chuleswar Naik appeared in the hearing on Dt. 23.10.2025 at the camp held at ESO Office, Bandhbahal. The complainant submitted during course of hearing in brief as follows:

1. The complainant has complained regarding correction of wrong billing from 1999 to 2004.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party not submit any relevant documents except ledger abstract from Feb-2001 to Sept-2025 in this case.

OBSERVATION

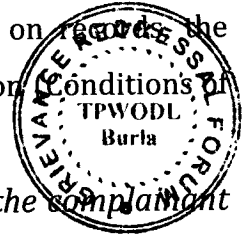
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-2304-1093, having CD-2.00KW under LT-Domestic category, coming under ESO-Panchgaon & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Consumer was billed on load factor basis due negative reading and meter defective from February-2001 to August-2004.
2. Subsequently a meter was replaced during Sept-Oct/2004 and then onwards actual bills were served to the consumer.
3. Consumer is aggrieved with the load factor bills raise from February-2001 to August-2004 and requested to revise the LF bills.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

ORDER

After careful consideration of hearing and documents, statements available on record, 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 to the complainant consumer from September-2002 to August-2004 taking succeeding six months actual monthly average consumption of meter installed during Sept-Oct/2004 having sl no '1941326', 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 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. Chuleswar Naik, C/O-Shibanand Naik, At-Bhikampali, Po-M.Katapali, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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:Bhoingar, 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/450/2025)