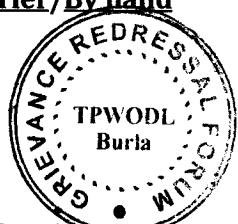


Grievance Redressal Forum
 TPWODL, BURLA
 Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
 Burla, Sambalpur, Pin- 768017

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)/ 487(4)

Date: 26.11.25

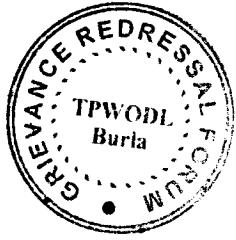
Present:

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

1	Case No.	BRL/452/2025					
2	Complainant/s	Name & Address		Consumer No			
		Gopal Rohidas C/O-Ashwini Rohidas At-Kainsbahal, Po-Dalgaon Dist-Jharsuguda-768211		4172-2504-0403	8658229859		
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	26.11.25					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others	
11	Details of Compensation awarded, if any.	NIL					

26.11.25
 President

Place of Camp: ESO Office, Bandhbalal



Appeared

For the Complainant- Gopal Rohidas
Represented by Ashwini Rohidas

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

GRF Case No- BRL/452/2025

COMPLAINANT

Gopal Rohidas
C/O-Ashwini Rohidas
At-Kainsbahal, Po-Dalgaon
Dist-Jharsuguda
Consumer No-4172-2504-0403

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Ashwini Rohidas on behalf of Gopal Rohidas appeared in the hearing on Dt. 23.10.2025 at the camp held at ESO Office, Bandhbalal. The complainant submitted during course of hearing in brief as follows:

1. The complainant has requested to revise old wrong billing.

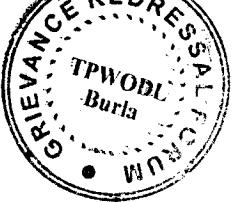
Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit ledger abstract from Jan-2006 to Sept-2025, a Physical Verification Report carried out on 27.10.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply n the name of Gopal Rohidas is a LT-Domestic Category of TPWODL bearing con no 4172-2504-0403.
2. The date of power supply to the consumer is 18.01.2006.
3. As per consumer complain average bill had been served to him during the period of meter defective.
4. It is verified and found that the consumer had been served provisional & average bills from Feb-2009 to Jan-2020.
5. Therefore, the Opposite Party suggested to change, the average bills from Feb-2018 to Jan-2020 may be revised as per the monthly average consumption of the subsequent meter no "TWSP51232865" by taking six months consecutive consumption.


President
Grievance Redressal Forum
TPWODL, Burla - 768047



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 4172-2504-0403, having CD-2.00KW under LT-Domestic category, coming under ESO-Bandhbahal & initial power supply effected on 18.01.2006. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Consumer was billed with load factor/ average basis from February-2009 to January-2020 due to defective meter having Sl No "1927457A".
2. Again, power supply was laying disconnected from February-2020 to August-2021.
3. No EC bill was generated from September-2021 to March-2025.
4. Power supply was resumed during May-2025 with installation of a new meter on 18/05/2025 having sl no 'TWSP51232865'.
5. Consumer must pay monthly fix charge from April-2020 to June-2023, as supply is deemed to be continue.

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 to the complainant consumer from February-2018 to January-2020 by taking six succeeding months actual monthly average consumption of meter installed 18/05/2025 having sl no 'TWSP51232865', 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 raise the Monthly Fixed Charges from April-2020 to June-2023, as power supply is deemed to be continued on consumer request.*
3. *Consumer needs to clear his dues on receive of revised EC bills. For suitable instalment, consumer may approach appropriate authority of Discom.*
4. *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.*

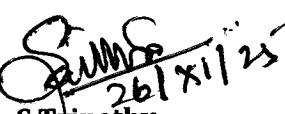

President
Grievance Redressal Forum
TPWODL, Burla - 768017

5. 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 December-2025) from the date of issue of this order.


S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to: -


S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Gopal Rohidas, C/O-Ashwini Rohidas, At-Kainsbahal, Po-Dalgaon, 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: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/452/2025)

