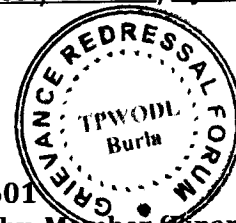


Grievance Redressal Forum

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)/ 477(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/453/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rabindra Dharua C/O-Prabhathi Bag At-Khadam, Belpahar Dist-Jharsuguda		4172-2504-0200	
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- Rabindra Dharua
Represented by Prabhati Bag

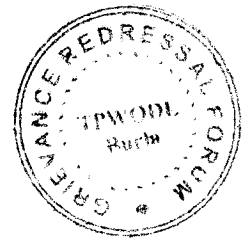
For the Respondent - SDO(Electrical),Belpahar, TPWODL.

GRF Case No- BRL/453/2025

Rabindra Dharua
C/O-Prabhati Bag
At-Khadam, Belpahar
Dist-Jharsuguda
Consumer No-4172-2504-0200

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Prabhati Bag on behalf of Rabindra Dharua 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.
2. To reconnect the service connection and resume the power supply.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party not submit any relevant documents except ledger abstract from March-2001 to Aug-2021, in this case.

OBSERVATION

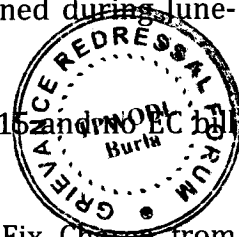
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4172-2504-0200, having CD-0.44KW under LT-Domestic category, coming under ESO-Bandhbahal & initial power supply 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 with abnormally high units during Dec-2008 to April-2009, which shows that erratic meter reading done by meter reader, which needs to be taken care through recasting from date of installation to last actual meter reading available as per database regarding to the mater having SI No "1970040".

President

Grievance Redressal Forum
TPWODL, Bura - 768001

2. Again, provisional bills were raised from February-2010 to May-2011 showing house lock, which were not adjusted subsequently due meter change happened during June-2011.
3. As per database, power supply was disconnected during December-2015 and no EC bill generated since then to till date.
4. As consumer wants to resume his power supply now, has to pay Fix Charge from December-2015 to till date, as supply is deemed to be continue.



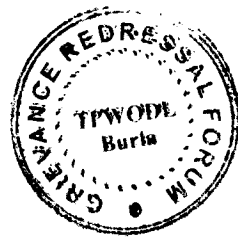
ORDER

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 by recasting, from September-2005 to January-2010 taking IMR as KWh '0' & FMR as '22662' recorded in meter sl no "1970040", 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 revise the energy bills charged to the complainant consumer from February-2010 to May-2011 taking succeeding six months actual monthly average consumption of meter installed during June-2011 having sl no '8049811', duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
3. *The Opposite Party is directed to raise the monthly fix charge from December-2015 to till data as power supply is deemed to be continued on consumer requested.*
4. *Consumer needs to clear his dues on receive of revised EC bills. For suitable instalment, consumer may approach appropriate authority of Discom.*
5. *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.*
6. *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.*

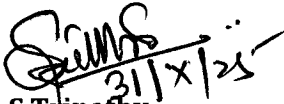

21/10/28
President
Grievance Redressal Forum
1P/WDL, Birla - 768017

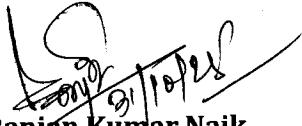
Accordingly, the case is disposed of.



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. Rabindra Dharua, C/O-Prabhathi Bag, At-Khadam, Belpahar, 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/453/2025)