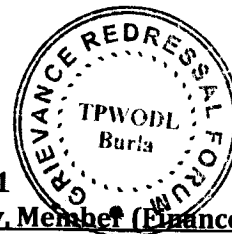


Grievance Redressal Forum

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)/ 486(4)

Date: 26.11.25

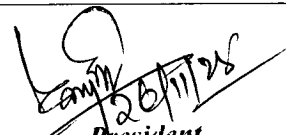
Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

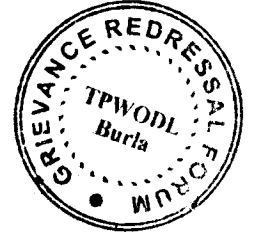
1	Case No.	BRL/455/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Khirod Urma At-Gudiali, Po-Dudolsingha Dist-Jharsuguda-768225		4172-2504-0334	773538099																																
3	Respondent/s	SDO (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar																																
4	Date of Application	23.10.2025																																			
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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15. Others (Specify) -X																																					
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	23.10.2025																																			
9	Date of Order	26.11.25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Bandhbahal

Appeared

For the Complainant- Khirod Urma



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

GRF Case No- BRL/455/2025

Khirod Urma

At-Gudiali, Po-Dudolsingha

Dist-Jharsuguda

Consumer No-4172-2504-0334

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Khirod Urma 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. To revise the disputed bill so as to enable him to pay rest amount.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit ledger abstract from Sept-2014 to Aug-2025, a Physical Verification Report carried out on 23.10.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply in the name of Khirod Urma is a LT-Domestic Category of TPWODL bearing con no 4172-2507-0334.
2. The date of power supply to the consumer is 18.01.2006.
3. As per the billing data the consumer was served monthly bills on actual basis from the date of supply i.e Jan-2006 to July-2011 with meter sl no "1941110A". Then, a new meter sl no "8063765" was installed in Aug-2011 and subsequent bill from Aug 2011 to Feb-2017 were served with the same meter on actual and provisional basis there by adjustment of some period provisional bills. It is also noticed that the billing sequence from Aug-2011 to Feb-2017 is quite abnormal as in some instances high billing has been served and, in some instances, low billing has been served during the above period. Then, from March-2017 to Aug-2021, the bills were generated on "Zero" units and "Zero" amount basis due to power supply disconnected but from Sept-2021 to Jan-2025 only fixed charges charged due to bill stop. Then, the power supply was reconnected on 06.02.2025 and a new meter no "TWSP51258137" installed on 23.02.2025.

President

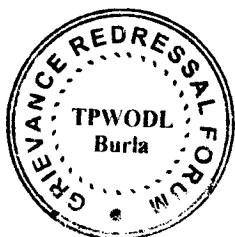
Grievance Redressal Forum
TPWODL, Burla - 768017


4. The Opposite Party suggested to revise the bill from Aug-2011 to Feb-2014 by recast the total KWh units of 8369 recorded in meter sl no "8063765" over the period from the month of meter installation & also suggested to revise the provisional & average bill from March-2015 to Feb-2017 as per monthly average consumption of six months consecutive consumption of meter sl no "TWSP51258137" from the date /month of installation of meter.

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 4172-2504-0334, having CD-2.00KW under LT-Domestic category, coming under ESO-Bandbahal & 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. Initial power supply date of Consumer is 18/01/2006 with meter sl. no. '1941110A'.
2. Consumer was billed on actual basis from January-2006 to July-2011 with meter sl. no. '1941110A'.
3. A new meter having sl.no. '8063765' was installed against old meter having sl. no. '1941110A' during Aug-Sept/2011. Then actual billing continued up to February-2014 with abnormal billing in some months during this period.
4. Average/provisional bills were raised on load basis from March-April/2014 to Jan-Feb/2017 and then onwards bill stopped.
5. From March-2017 to August 2021, no amount charged against EC bill. From September-2021 January-2025, only FC was claimed.
6. Power supply was resumed on 06/02/2025 with installation of a new meter having sl. no. TWST15005694 and then onwards actual bills continued with incremental reading to till date.
7. The Physical Verification Report Dt.23.10.2025 indicated that the existing meter sl no "TWST15005694" has been in running condition with meter status found 'OK' & advanced reading recorded as KWh-"000340".
8. Consumer has to pay monthly fix charge for the bill stop period due to supply disconnected period, as supply is deemed to be continued on consumer request.




President
Grievance Redressal Forum
TPWODL, Burla - 768017


ORDER

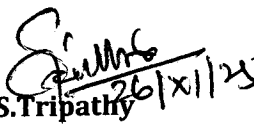
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

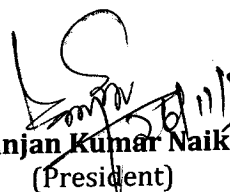
1. The Opposite Party is directed to revise the energy bills charged to the complainant consumer from Aug-Sept/2011 taking IMR as '0' to Jan/Feb-2014 taking FMR as '8369' by recasting on actual/monthly average basis, as recorded in meter no "8063765, duly adjusting the bill revision made earlier and/or 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 March-April/2015 to Jan-Feb/2017, taking succeeding six-months actual monthly average consumption of the meter installed on 23/02/2025 having sl. no. TWST15005694, 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 for the bill stopped period due to supply disconnection, as supply is deemed to be continued on consumer request.
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.

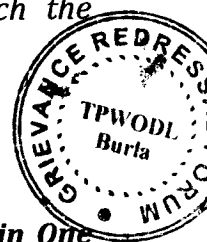
Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within One Month (by 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


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. Khirod Urma, At-Gudiali, Po-Dudolsingha , 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/455/2025)

