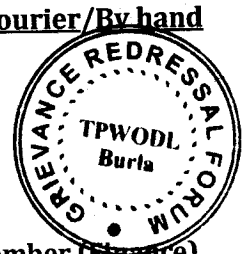


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 508(4)

Date: 29.11.25

Present:

**Sri Ranjan Kumar Naik, President
Sri Sovan Tripathy Member(Finance)**

1	Case No.	BRL/505/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Roshan Tara At/Po-Mahijor, Belpahar Dist- Jharsuguda-768217		4172-1206-0726	8984205372
3	Respondent/s	SDO (Elect) Belpahar, TPWODL, Sambalpur			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	20.11.2025			
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 Tariffs) Regulations, 2004 6. Others			
8	Date(s) of Hearing	20.11.2025			
9	Date of Order	29.11.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

29/11/25
 President

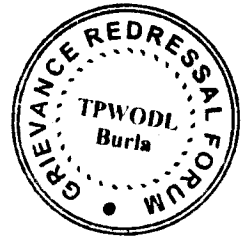
**Grievance Redressal Forum
TPWODL, Burla - 768017**

Place of Camp: SDO Office, Belpahar, TPWODL, Brajrajnagar.

Appeared

For the Complainant- Roshan Tara

For the Respondent - SDO(Elect.), Belpahar, TPWODL, Brajrajnagar.



GRF Case No- BRL/505/2025

Roshan Tara
At/Po-Mahijor, Belpahar
Dist- Jharsuguda-768217.
Consumer No.-4172-1206-0726

COMPLAINANT

VRS

(1) SDO(Elect.), Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Roshan Tara, appeared in the Camp Court hearing held at SDO Office Belpahar, under ESO-Belpahar, on Dt. 20.11.2025. The complainant submitted during course of hearing in brief as follows:

To revise the average bill raised during the meter defective period

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted Physical Verification Report carried out on 25.11.2025 and photograph of the meter with reading thereon which was not properly visible 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 4172-1206-0726, having CD-0.11KW under LT-Domestic category, coming under ESO- Belpahar. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) The initial date of power supply is 31/10/2013 with installed meter no. 8130878.
- 2) With meter no. 8130878, actual billing continued up to July-2017. From September-2017, provisional/average bill continued up to November-2018.
- 3) A new meter having sl. no. LW072956, was installed on 03/11/2018 and actual bill continued up to April-2019.
- 4) From May-2019 to November-2019, average bills were served due to negative reading. From December-2019, actual bill was served as per meter reading but average bills from May-2019 to November-2019 were not adjusted while correcting the meter reading.

From the above facts and figure, The Forum construed that bill from August-2017 to November-2018 needs revision as per regulation 155 of OERC distribution (COS) code 2019 and bill from May-2019 to Dec-2019 to be re-casted to extend tariff benefit on slab.

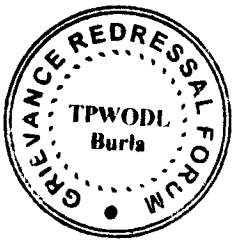
ORDER

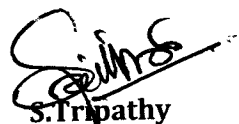
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019.


1. The Opposite Party is directed to revise the average bill From August-2017 to November-2018 taking subsequent six months actual monthly average consumption of meter installed on 03/11/2018, 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 recast the EC bills charged from May-2019 to December-2019, taking IMR as "347" KWH on May-2019 and FMR as '813' KWH on December-2019 recorded in meter sl. no. "LW072956", 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 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.
4. 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. Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to: -**
- (1) Roshan Tara, At/Po-Mahijor, Belpahar, Dist- Jharsuguda-768217.
 - (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:Bhoynagar, 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/505/2025)