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Grievance Redressal Forum  
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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/JED/ (Final Order)/ 224)

Date: 31.01.26

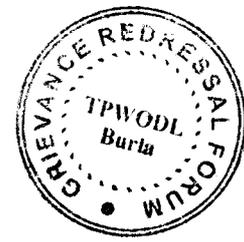
**Present:**

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

1	Case No.	BRL/06/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Nabin Kishor Kisan C/o-Pravasini Kisan At-Segapada, Po- Kabaribahal, Dist-Sambalpur-768228.	4130-0103-2864	9668156073	
3	Respondent/s	EE (Elect) JED, TPWODL Jharsuguda,	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	07.01.2026			
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	07.01.2026			
9	Date of Order	31.01.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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Place of Camp: SDO Office, Kuchinda, TPWODL, Jharsuguda



**Appeared**

**For the Complainant-** Nabin Kishor Kisan  
Represented by Pravasini Kisan

**For the Respondent -** EE(Elect.) JED, TPWODL, Jharsuguda.

**GRF Case No- BRL/06/2026**

Nabin Kishor Kisan  
C/o- Pravasini Kisan  
At-Segapada,  
Po- Kabaribahal,  
Dist-Sambalpur-768228.  
Consumer No-4130-0103-2864

**COMPLAINANT**

**VRS**

EE(Elect.) JED, TPWODL, Jharsuguda.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Pravasini Kisan on behalf of Nabin Kishor Kisan appeared in the Camp Court hearing held at SDO Office, Kuchinda, Jharsuguda under ESO-II, Kuchinda on Dt. 07.01.2026. The complainant submitted during course of hearing in brief as follows:

- 1) That bills for no-supply period may be withdrawn, which enables consumer to pay the arrear dues.

**Previous Complain. if any:** Not Available

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted the ledger copy for the period from May'2014 to Oct'2025, Physical Verification report carried out on 15.01.2026 and written version on 27.01.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. It is found that as per the Physical Verification Report of ESO, Kesaibahal and letter of AEE, LI Subdivision Kuchinda, consumer was not availing power supply from Mar'2017 to Feb'2022, as power supply was disconnected.
2. So, the average billing amount made during the billing period from Mar'2017 to Feb'2022 may be revised as consumer was not availing power supply.

**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 4130-0103-2864, having CD-3KW under LT- IRRIGATION PUMPING AND AGRICULTURE category, coming under ESO-II, Kuchinda & initial power supply effected on 18.01.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) The date of initial power supply is 18/01/2014 with no meter installed.

President

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- 2) Average bills were generated @324 units/month from date of power supply to April-2022.
- 3) A meter having sl. no. TPU39243 was installed on 25/05/2022 and actual bills continued up to till date.
- 4) Again, a meter having sl. no. TWSC59056180 was installed on 02/01/2026 and actual bills are continued till date.
- 5) A bill revision was done from October-2022 (25/05/2022) to May-2024 (14/06/2024) with credit sundry of Rs 6742.09 on 19/06/2024 due to delay meter updating in system.
- 6) A letter from Asst. Executive Engineer, L.I. subdivision, Kuchinda is submitted by complainant regarding collapsed of DBW point from 2013 to 2022 and currently in functional condition.
- 7) While going through data base as available in hard copy and soft copy mode, it is found that consumer has paid no. of times in between 2014 to 2017 and 2022 to till date which indicates that supply was available from 2014 to 2017 and 2022 onwards, contradictory to the claim made by the consumer regarding non-operational of DBW point from 2015 to 2022. However, consumer has paid nothing in between 2017 to 2021.
- 8) Looking into above facts, consumer statement, WS submitted by SDO(Elect.) and payment profile, Forum feels that DBW point was non-operational from March-2017 to February-2022. The average bills generated prior to installation of meter having sl.no. TPU39243, maximum up to two years, needs to be withdrawn to mitigate the consumer's complain.

### 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 withdraw the EC bill from March-2020 to February-2022 except fix charge, 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, 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.



31/1/26  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Feb-2026) 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  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Nabin Kishor Kisan, C/o- Pravasini Kisan, At-Segapada, Po- Kabaribahal, Dist-Sambalpur-768228.
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/06/2026)

