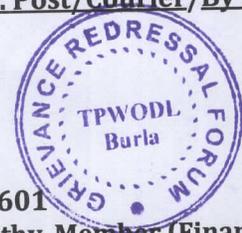


Grievance Redressal Forum

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/JED/ (Final Order)/ 27 (4)

Date: 31/01/2026

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

1	Case No.	BRL/08/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Balaram Khandelwal At/Po- Kesaibahal, Dist-Sambalpur.	4130-0103-2703		
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	31/01/2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Balaram Khandelwal

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

GRF Case No- BRL/08/2026

Balaram Khandelwal

At/Po- Kesaibahal,

Dist:Sambalpur

Consumer No-4130-0103-2703

VRS

EE(Elect.) JED, TPWODL,Jharsuguda.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Balaram Khandelwal 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 consumer has applied for a new connection but showing arrear for LI point of Rs 30,611 which is incorrect. He wants clear the outstanding on settlement.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the ledger copy for the period from Jun'2013 to Dec'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 the provisional bill made during disconnection periods were not properly adjusted after reconnection of the above mentioned consumer.
2. So, the provisional billing amount made during the billing period from Apr'2021 to Oct'2024 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 4130-0103-2703, having CD-3KW under LT- IRRIGATION PUMPING AND AGRICULTURE category, coming under ESO-II, Kuchinda & initial power supply effected on 01.06.2013. 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 01/06/2013 with no meter installed.
- 2) Average bills were generated @174 units/month from date of power supply to February-2014.

President
Grievance Redressal Forum
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- 3) A meter having sl. no. "1029809" was installed during March 2014 and actual bills continued up to January-2015. From February-2015 to April-2015, average bills were generated due to meter defective.
- 4) Power supply was under disconnection since May-2015 to March-2021 and no bills were generated from April-2021 to September-2025 due to bill stop.
- 5) On payment of Rs 10,000/- on 24/11/2025, power supply was restored on 24/11/2025 (as available in FG). On reconnection of power supply, a bill was generated for the month of October-2025 of 18382 units amounting to Rs 30324.46 for 55 months, when supply was laying disconnected, which is totally arbitrary and false.
- 6) However, fixed charge to be claimed for entire disconnection period as supply is deemed to be continued on consumer request.
- 7) Again, a meter having sl. no. "TWSC59056827" was installed on 29/12/2025 and actual bills are continued till date.
- 8) Forum feels that the bills generated during the supply disconnection period 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 raised in the month of October-2025 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 raise the fixed charge for the entire supply disconnection period as supply is deemed to be continued and reconnected on consumer willingness.*
 3. *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.*
 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 Feb-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum

Final Order (GR Case No: BRL/08/2026)



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

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Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Balaram Khandelwal, At/ Po- Kesaibahal, Dist-Sambalpur.
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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/08/2026)