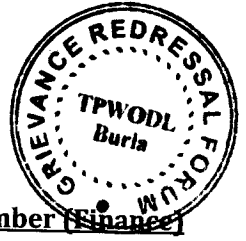


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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/BNED/ (Final Order)/ 228(4)

Date: 23.04.26

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

1	Case No.	BRL/172/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Krishna Bhainsal C/O-Manjulata Bhainsal At-Gourpada, Gumadera, Dist-Jharsuguda-768218		4172-2403-0178	7894582918
3	Respondent/s	S.D.O (Elect), Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	17.03.2026			
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	17.03.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Belpahar

**Appeared**

**For the Complainant-** Krishna Bhainsal  
Represented by Manjulata Bhainsal

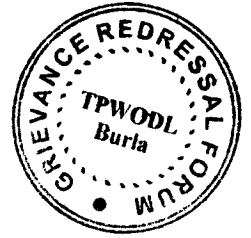
**For the Respondent -** SDO(Electrical),Belpahar, TPWODL.

**GRF Case No- BRL/172/2026**

Krishna Bhainsal  
C/O- Manjulata Bhainsal  
At-Gourpada, Gumadera,  
Dist-Jharsuguda  
Consumer No-4172-2403-0178

**VRS**

SDO(Electrical), Belpahar, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Smt Manjulata Bhainsal on behalf of Krishna Bhainsal appeared in the hearing on Dt. 17.03.2026 at the camp held at SDO Office, Belpahar. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition disputed regarding false energy bills charged from the year 2017 onwards. In this context, the complainant submitted that no one was residing at the premises & not utilized the supply since 2017 onwards but, energy bills have been charged wrongly without any usage of power. The complaint submitted a copy of letter addressed to ESO-Gumadera, requesting for permanent closure of account & supply on payment of revised bill.
2. To revise the EC bills so as to enable him to pay the arrear dues accordingly.

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

**SUBMISSION OF OPPOSITE PARTY**

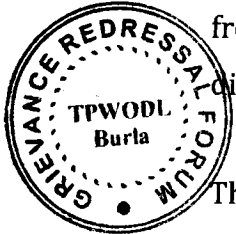
The opposite party submit a Physical Verification Report carried out on 20.03.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply in the name of Krishna Bhainsal is a LT-Domestic Category of TPWODL, bearing con no 4172-2403-0178.
2. The date of power supply given to consumer is 01.00.1990.
3. The consumer has approached the camp to revise the wrong bills which were falsely raised from 2017 onwards as his family was not staying at that premises and there is no use of power supply from that period. On the other hand, the consumer has also requested to the ESO, Gumadera vide Application No Nil, Dt. 28.03.2026 that he wants to clear all his outstanding dies and do not want to continue the power supply any more.

President

Grievance Redressal Forum  
TPWODL, Burla - 768017

4. As per records available from March-2001, it is verified & found that the consumer has been served actual & provisional basis from March-2001 to May-2011 in meter no"3798804" without proper adjustment of the PL bills. In some instances, abnormal bills have been raised with accumulated suppressed units between the above periods.
5. Thereafter a new meter SI No "8046835" was installed in June-2011 and the same meter is continuing in billing till Dec-2021 and afterwards the bill was stop. The PL bills from March-2017 to Nov-2017, has been adjusted but the PL bills from Jan-2020 to Dec-2021 has not been adjusted due to L/D & no reading punched for billing.
6. A new meter SI No "TWSU51077384" was installed on 17.03.2026 but as per the above application of the consumer the new meter has been removed from site & the power supply has been permanently disconnected & dismantled.
7. The Opposite Party suggested that, bill from April-2001 to May-2011 may be recast by taking IMR= '1092' KWh and FMR= '25851' KWh respectively and there is no need of bill revision from Jan-2020 to Dec-2021 as there is no base for revision of the period due to the above dismantled of 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 4172-2403-0178, having CD-3.00 KW under LT-Domestic category, coming under ESO-Gomadera & 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. On examining the case in detail & as per complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that provisional & actual bills were charged intermittently from Mar-2001 to May-2011, without proper adjustments of provisional bills raised previously.
2. It was observed that a new meter SLNo." 8046835" was installed subsequently during June-2011 & meter readings were advanced upto Dec-2019 billing. Provisional bills charged from Mar-2017 to Nov-2019 were properly adjusted in Dec-2019 billing as per advanced consumption recorded in above mentioned meter. Provisional bills further continued from Jan-2020 to Dec-2021 billing as no advanced readings were recorded for billing. It was observed from records that the power supply has been in disconnected state since 28-Jul-2023 onwards & no meter has been available in the premises as per Physical Verification Report dtd. 20.03.2026.

*Handwritten signature*  
 President  
 Grievance Redressal Forum  
 TPWODL, Burla - 751017

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged from April-2001 to May-2011 are to be revised as per actual consumption recorded in meter No." 3978804". However, the provisional bills charged from Jan-2020 to Dec-2021 cannot be

revised in the absence of any existing metered consumption recorded. Furthermore, the Opposite Party is required to initiate necessary process for closure of consumer account, duly observing departmental formalities.

### 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 from April-2001 to May-2011, on the basis of actual monthly average consumption recorded in meter SL. No." 3978804", considering initial reading of kwh"1092" as in April-2001 & final reading of kwh" 25851" as in May-2011 billing, 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 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.
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.

In terms of the above, the petition is disposed of.

**The opposite party is directed to submit the compliance report to this Forum within one month (by the end of May-2026) from the date of issue of this order.**



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

**Co-opted Member**

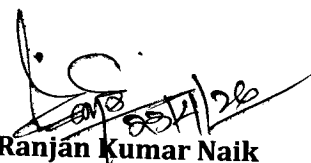
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**S.Tripathy**  
Member (Finance)

**Member**

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



**Ranjan Kumar Naik**  
(President)

**President**

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

1. Krishna Bhainsal, C/O-Manjulata Bhainsal, At-Gourpada, Gumadera, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/172/2026)