

**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/JED/ (Final Order)/ 193(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/191/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Prabin Ku Patel At-Khairdihhi, Po-Mahaling Kudar, Ps- Jamankira Dist-Sambalpur		4130-0103-3056	8895154934
3	Respondent/s	E.E (Elect), JED, Jharsuguda, TPWODL			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	18.03.2026			
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	18.03.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

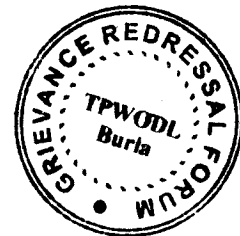
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Kuchinda

Appeared

For the Complainant- Prabin Ku Patel

For the Respondent - E.E(Electrical),JED, Jharsuguda, TPWODL.



GRF Case No- BRL/191/2026

Prabin Ku Patel
At-Khairdihi, Po-Mahaling Kudar, Ps-Jamankira
Dist-Sambalpur
Consumer No-4130-0103-3056

VRS

E.E(Electrical),JED, Jharsuguda, TPWODL

COMPLAINANT

OPPOSITE PARTY

Prabin Ku Patel appeared in the hearing on Dt. 18.03.2026 at the camp held at SDO Office, Kuchinda. The complainant submitted during course of hearing in brief as follows:

The complainant being the beneficiary of Khairdihi Borewell Project, filed the petition regarding abnormal & wrong energy bills charged previously but, failed to submit the period & nature of dispute. In this context, the complainant submitted a copy of letter addressed to ESO, Jamankira vide letter No.-13 dtd. 04.12.2020, from the O/O JE, Lift Irrigation(Elect.), Kuchinda, regarding revision of electricity bill in the name of the complainant consumer, a copy of letter addressed to L.I. Division, Sambalpur dtd.22.12.20214 forwarded by the consumer regarding non-functioning/collapse of bore well motor attached to the point, a copy of letter from JE(L.I.Section), Kuchinda, dtd.27.05.2019, requesting supply of power to the beneficiary consumer, the point of which was revived on 27.05.18 & a copy of letter from the consumer addressed to E.E.(Elect.), Jharsuguda Electrical Division, Jharsuguda, regarding revision of earlier bills from date of initial supply till 27.05.2019.Hence, the complainant prayed before the Forum to revise the EC bills accordingly.

The documents submitted by both the parties revealed that the bore well motor attached to the point was choked due to which no power supply was utilized by the consumer from the date of initial supply & was later revived on 27.05.2018. The Opposite Party certified on record that after revival of borewell point, the consumer availed the supply from May-2018 onwards & urged before the Forum to issue necessary orders to withdraw the energy bills charged from the date of initial power supply 12-Nov-2014 till April-2018.

The records prima facie indicated that the consumer has earlier intimated the non-functioning of borewell point & non usage of power to the concerned Opposite Parties namely ESO-Jamankira, E.E.(Elect.), JED., Jharsuguda & the L.I.-Section, Kuchinda, E.E. Lift Irrigation Division, Sambalpur, duly acknowledged by them. Hence, the consumer has rightly intimated the facts time & again with proof of records, but the Opposite Party could not take necessary proactive steps to mitigate the billing dispute in a timely manner & however, certified to have not utilized the supply by the consumer from date of initial supply till May-2018.


The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith and keeping the application in original for maintenance of records by this Forum and the opposite party is instructed to take up the matter to resolve the grievance at their level with the direction to submit the compliance to this Forum within one month.


However, the Opposite Party is advised to resolve the case as per internal bill revision mechanism in force, duly considering the records available.


Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.

The complainant is at liberty to approach the Forum with necessary supporting documents, if the complainant is not satisfied with the action/inaction of the opposite party.


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. Prabin Ku Patel, At-Khairdihi, Po-Mahaling Kudar, Ps-Jamankira ,Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, 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/191/2026)

