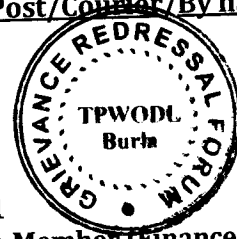


Grievance Redressal Forum

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/BNED/ (Final Order)/306(4)

Date: 30.06.26

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

1	Case No.	BRL/259/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chintamani Bhoi At/Po-Remunda, Jharkanta, Dist-Jharsuguda-768234		4172-2505-0090	9556095978
3	Respondent/s	S.D.O (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	13.05.2026			
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	13.05.2026			
9	Date of Order	30.06.26			
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, Belpahar, TPWODL,



Appeared

For the Complainant- Chintamani Bhoi

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

GRF Case No- BRL/259/2026

Chintamani Bhoi

At/Po-Remunda, Jharkanta

Dist-Jharsuguda-768234

Consumer No-4172-2505-0090

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Chintamani Bhoi appeared in the Camp Court hearing held at SDO Office, Belpahar on 13.05.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the petition submitted that the supply has been disconnected since 2018 onwards but monthly bills were generated till next two years or so that has resulted in accumulation of huge arrear dues of Rs.52,810/-.
- 2) To revise the EC bills previously charged arbitrarily, to enable him to pay the electricity dues & avail power supply accordingly.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the Physical Verification report carried out on 22.05.2026, Enquiry Report on 22.05.2026 and written version on 30.05.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. The Date of power supply to the consumer is 20.12.2003 as per FG data base.
2. The consumer has approached to the camp to withdrawn the arrear which was raised falsely during the period of power supply disconnected from 2019 onwards.
3. In this regard the ESO, Bandhabahal along with his section team has conducted a physical enquiry in this matter. As per the enquiry report it is found that the power supply was disconnected from Dec'2020 but due to non-update of the Disconnection record in billing database, Provisional bills were continuing @different units per month from Nov'2020 billing onwards till Jun'2023. Thereafter, the bill stopped due to power supply disconnection. So, the total arrear from Nov'2020 to Jun'2023 may be withdrawn by levied of fixed charge only.

President

Grievance Redressal Forum
TPWODL, Belpahar - 768234

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 4172-2505-0090, having CD-2KW under LT-Domestic category, coming under ESO Bandhabahal & initial power supply effected on 20.12.2003. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

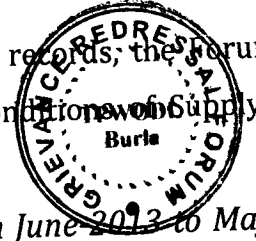
- 1) On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that average bills continuously charged from June-2005 to May-2015 @238 units/300 units on bi-monthly basis, as no advanced meter readings were recorded in meter No." 520330".
- 2) That, a new meter No." WCS08116" was installed & updated in billing during June/July-2015 & then, actual bills continued to charge till Oct-2020 with final reading of Kwh" 9055". Hence, the petition filed by the complainant claiming that supply disconnected from the year 2018 onwards does not hold correct.
- 3) Thereafter, Provisionals constantly charged from Nov-2020 to June-2023 on different units from time to time.
- 4) The Opposite Party in reply to the case submitted that the power supply was physically disconnected during Dec-2020, but, du to non-updation of status into billing records, such provisional bills continued to charge from Nov-2020 to June-2023. However, disconnection status was later updated in billing.
- 5) The Physical Verification Report dtd. 22.05.2026 indicated that the supply has been in disconnected state with no meter at site. The FG database revealed that the supply has been disconnected since 28-Jul-2023.
- 6) The Opposite Party could not substantiate the reason as to why no effective steps were taken to revise the bills from Dec-2020 to June-2023, even after knowing /updating the status of supply during July-2023, that led to inaction/lapse on their part to perform this process dexterously.

The Forum on scrutinizing the records & reports construed that the average energy bills charged limited to two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) i.e. from June-2013 to May-2015 are to be revised by the Opposite Party based on actual monthly average consumption recorded in subsequent meter No-"WCS08116". Further, the Opposite Party is advised to revise/withdraw the energy bills charged during the line disconnected period (as per certification made) from Dec-2020 to June-2023, as per their internal bill revision mechanism in force, to redress the grievances accordingly.


President
Grievance Redressal Forum
TPWODL, Burla - 760017

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

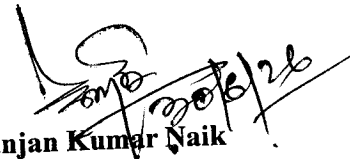


1. The Opposite Party is directed to revise the energy bills charged from June 2013 to May-2015 on the basis of succeeding six months actual monthly average consumption recorded in meter No."WCS08116", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or 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.
4. The complainant is advised to approach the Opposite Party for restoration of supply, upon payment of revised bill amount as arrived at.

In terms of the above, 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 Jul-2026) from the date of issue of this order.


S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to: -

1. Chintamani Bhoi, At/Po-Remunda, Jharkanta, Dist-Jharsuguda-768234.
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, 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:Bhoingar, 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/259/2026)