

**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: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 302CY

Date: 28.07.2025

Present:

Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/285/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rupesh Sahu At/Po-Karloga, Ps-Kundeegola, Dist-Deogarh-768109		4141-1353-1941	9938820334
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.07.2025			
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	16.07.2025			
9	Date of Order	28.07.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Rupesh Sahu

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

GRF Case No- BRL/285/2025

Rupesh Sahu

At/Po-Karloga, Ps-Kundeegola,

Dist-Deogarh

Consumer No-4141-1353-1941

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Rupesh Sahu appeared in the hearing on Dt. 16.07.2025 at the camp held at SDO Office, Deogarh. The Complainant filed the petition disputed about wrong energy bills charged against his Kutir Jyoti connection during the last 8 years. The complainant asserted that the power supply was not extended & no meter was energized earlier but as per billing records, energy bills were charged against his connection for last 8years. It was only during November-2024, when the complainant approached the Opposite Party for extension of new power supply & installation of a new meter. The complainant earlier requested before the Opposite Party to waive out the energy bills so charged during the above period. But to his utter dismay, no relief was extended to him. Hence, finding no other alternative, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party not submit any relevant documents except billing abstract from May-2018 to June-2025 in this case.

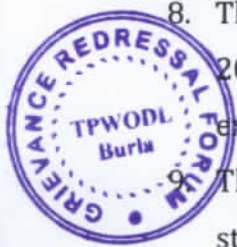
OBSERVATION

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 4141-1353-1941, having CD-0.25KW under LT-KutiraJyoti category, coming under ESO-Budhapal & initial power supply effected on 15.01.2018. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the records that the complainant had earlier approached before the Forum in March-2025 at DED, Deogarh Camp, wherein the Forum directed the Opposite Party to adjudicate & redress the grievances under Compliant Handling Procedure (CHP) in GRF CC. No.-BRL/149/2025, dated.30.04.2025.



2. That, the complainant filed the petition afresh objected that the opposite Party settled the case by withdrawing the energy charges but credited the fixed charges for the period for which he had complained that though there was no power supply extended to his premises, fictitious bills had been generated without any power supply existing previously.
3. That, the Opposite Party was asked to submit the detailed action taken report carried out against the above CHP order along with other relevant documents to examine the authenticity of claim made by the complainant.
4. In reply to the case, the Opposite Party submitted that no ground was found to withdraw the bills due to lack of supportive documents from the complainant. The Opposite Party further submitted that no energy bills were charged previously, except the Minimum Monthly Fixed Charges (MMFC) as claimed in the energy bills under Kutir Jyoti category. Hence, the Opposite Party affirmed that the withdrawal of MMFC so charged does not hold good, that was intimated clear and loud to the complainant.
5. That, power supply was released under "Kutir Jyoti" category on 15.01.2018 but without any meter installed. That, only MMFC @ Rs.70/- & Rs.80/- as per applicable tariff charged from the beginning of power supply till date.
6. That, the Opposite Party certified the fact that nobody was residing at the premises during the line disconnected period from December-2022 to December-2024. The FG database (Licensees soft records) revealed that the power supply was disconnected on 09-Jan-2023 & later reconnected on 04-Jan-2025 with a new meter No." TWSP51242909" installed at site on 07-Jan-2025. Rs. 1900/- was levied (debited) in consumer account during December-2024 billing towards monthly fixed charges for the line disconnected period, in order to regularize the consumer account.
7. That, the complainant deposited Rs.2842.00/- on 23.11.2024 towards electricity dues, that was duly adjusted & the current arrear outstanding as on June-2025 stood at Rs. 4470.67/-.
8. That, the Opposite Party submitted that initial power supply was extended on 15-Jan-2018 to which the complainant denied and proclaimed that the initial supply was actually extended only during November-2024, upon request made before the ESO-Budhapal.
9. That, it was clear from the records/reports that the power supply was in disconnected state from December-2022 to December-2024, as no energy bills were charged for the period. However, regarding the actual date of initial of power supply as per billing records in contrary to the petition filed, could not be established due to lack of proper documentary evidence/proof of records from either of the parties concerned.



The Forum on scrutinizing the case in detail construed that only monthly fixed charges were levied to the complainant from the date of initial power supply till date under "Kutir Jyoti" category & no energy charges has been claimed from the complainant even for a single unit of energy. As per letter addressed to this Forum vide L No 294 Dt. 25.07.2025 sent by S.D.O, Deogarh, the Opposite Party has clearly admitted this fact that no energy charges except the minimum monthly fixed charges (MMFC) claimed in the bill."

Hence, this Forum believes that no energy was consumed by the complainant from 15.01.2018 till 03.01.2025 and the power supply was connected to the complainant's premises on 04.01.2025. Prior to this the consumer had also paid Rs.2842/- on 23.11.2024 to get a fresh power supply connection as the Opposite Party demanded this amount to be paid from this fictitious arrear till that day. Also the complainant stated that at the time of hearing that after getting these fictitious bills even without getting any power supply, he had made several oral complaints to various authorities of the Opposite Party to stop these bills. But after getting no effective results after his complaints, he has approached this Forum on its camp at SDO Office, Deogarh on 27.03.2025.

Further this Forum had asked the Opposite Party to furnish any such documentary evidence to establish the actual initial date of power supply, which the Opposite Party failed to submit to this Forum.

Hence, this Forum believes that the benefit of doubt be extended to the complainant and is pleased to direct that the Opposite Party to treat the date of initial power supply to be 04.01.2025 and should withdraw all the bills raised before that date and update the initial power supply status in billing database accordingly.

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 & withdraw the energy bill charged from the month of first energy billing till Dt. "03.01.2025", considering the initial power supply date as Dt. "04.01.2025", 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 update the actual date of initial power supply as Dt. "04.01.2025" in billing database, instead of already updated date as Dt. "15.01.2018".*



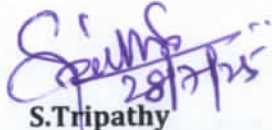
President

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


3. 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.
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 from the date of the issue of this order.


S. Tripathy

Member (Finance)


A.K. Satapathy
(President)

Copy to: - **Grievance Redressal Forum**

1. Rupa Sahu, At/Po- Karioga, Ps-Kundee, Dist- Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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/285/2025)

