

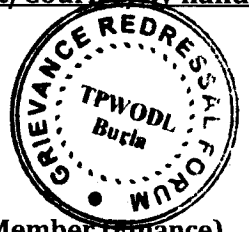
Grievance Redressal Forum

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/SEED/ (Final Order)/ 288(4)

Date: 30.06.26

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/288/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanjeeb Kumar Sahoo At/Po-Qtr.No.PWD-UD-11, Commissioner's Colony, Dist-Sambalpur-768001		4161-3111-0109	8327708158
3	Respondent/s	S.D.O (Elect), Bhutapada			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	27.05.2026			
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	04.06.2026			
9	Date of Order	30.06.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, Burla, TPWODL,

Appeared

For the Complainant- Sanjeeb Kumar Sahoo

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

GRF Case No- BRL/288/2026

Sanjeeb Kumar Sahoo
At/Po-Qtr.No.PWD-UD-11,
Commissioner's Colony,
Dist-Sambalpur-768001
Consumer No-4161-3111-0109

COMPLAINANT

VRS

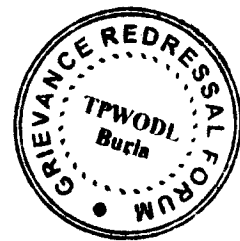
SDO(Electrical), Bhutapada, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sanjeeb Kumar Sahoo appeared in the Camp Court hearing held at GRF Office, Burla on 27.05.2026. The complainant put forth his grievances mentioning the following details that are outlined below, that;

1. The complainant had filed his grievance to the Opposite Party, SDO(Elect.), Bhutapada, Sambalpur dtd. 07.05.2026 for omission of wrong arrear dues that has been imposed to his account, which has not been consumed by him during his occupancy period at quarter No-PWD-UD-11, Commissioner Colony, Sambalpur.
2. That, the complainant asserted that the deferred amount of Rs.16789.45/- was an arrear bill in the name of Sri S.S. Panda, EX-S.O. against whom the then WESCO authority vide letter No-579 dtd.29.12.2001 communicated to RDC Office, Sambalpur for realization of arrear dues.
3. That, the immediate predecessor of the same quarter had also cleared the electrical dues & obtained the no due certificate from the E.E.(Elect.), Sambalpur East, Electrical Division, Sambalpur, vide WESCO letter No-676 dtd.02.03.2012, during handover of the same govt. quarter to RDC Office, Sambalpur on his retirement.
4. That, after obtaining E.C. Clearance certificate from WESCO vide letter No-3167, dtd. 31.07.2012, he had applied for connection in his name in the same quarter.
5. The 1st bill after occupancy of the quarter was issued in his name in Sept-2012 separately showing a deferred amount of Rs.16789.45/-. The same process of indicating deferred amount continued for more than a decade till acquisition by TPWODL over WESCO. And then, the deferred amount reduced to the present form of Rs.15950/- which has been shown as arrear dues against his consumer account.
6. Now, that the Licensee has issued notice to clear the arrear dues to avoid disconnection, hence the petition.



7. The complainant pleaded that the arrear amount of Rs.15950/- was never been accumulated during his tenure of occupancy in the quarter & the same has been duly acknowledged by the Opposite Party and issued letter to concerned department of the same quarter to recover the arrear dues. Hence, adjoining such amount to his consumer account is unjustified & illegitimate. Hence, the complainant prayed before the Forum to direct the Opposite Party to take immediate steps to separate the aforementioned arrear amount from his consumer account in order to enable him to pay the monthly electricity dues in time & avoid any future disconnections.

In this context, the complainant submitted a copy of money receipt dtd 25.07.2012 towards Security Deposit made, a copy of clearance certificate issued in the name of Sanjeeb Ku. Sahoo, dtd.31.07.1012, copy of quarter allotment letter of RDC, Sambalpur, 16.04.2012, a copy of clearance certificate issued in the name of Ashok Ku. Pujhari, dtd.02.03.2012, a copy of letter addressed to the Secretary to RDC, Sambalpur, issued by SDO(Elect.), Commerce Sub-Division, Sambalpur, for recovery of arrear dues of Rs.16789.45/- outstanding upto July-2001.

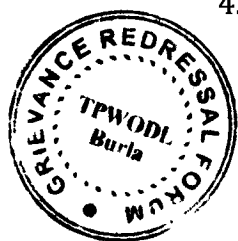
The case being registered on 27.05.2026, both the parties were asked to remain present on 04.06.2026, wherein the complainant & the Opposite Party represented by Sri Biswajit Ray, Jr. Accountant, Bhutapada Sub-Divn. appeared before the Forum. The case was discussed at length.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted written version on 09.06.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. As consumer submitted application as on dtd.07.05.2026 where he prays to the undersigned to delete the arrear amount Rs 15,950/- from my consumer no.4161-3111-0109 of Qtr. No.PWD-UD-11, of Commissioner's Colony, Sambalpur.
2. As per office records our office has communicate to the Secretary to RDC, Sambalpur vide letter no.579 as on dtd.29.12.2001 for recovery of arrear of Rs 16789.45/-.
3. As per office record our office again communicated to the Secretary to RDC, Sambalpur vide letter no.183 as on dtd.29.05.2026 regarding recovery of pending arrear of Rs 16789.45/-.
4. Our office has put up a Note sheet regarding transfer of arrear of Rs 16789.45/-from operative to in-operative.




President
Grievance Redressal Forum
TPWODL, Burla - 768017

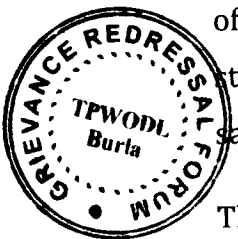
The Opposite Party submitted the ledger copies in the name of Sri Sanjeeb Ku. Sahoo, a copy of letter addressed to the Secretary-RDC, Sambalpur, regarding non-payment of arrear dues of Rs.16789.45/- stands against quarter No-PWD-UD-11, at C.S. Colony, Sambalpur, bearing consumer No-416131110109 vide letter No-579 dtd.29.12.2001, a copy of letter again addressed to the Secretary-RDC, Sambalpur, regarding non-payment of arrear dues of Rs.16789.45/- vide letter No-183 dtd.29.05.2026, a copy of internal communication regarding transfer of arrear amount from operative to in-operate account.

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 4161-3111-0109, having CD-3KW under LT-Domestic category with 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. The complainant has occupied the quarter No. PWD-UD-11, at C.S. Colony, Sambalpur, on the strength of allotment order issued by the Revenue Divisional Commissioner (RDC), Sambalpur ON 16.04.2012 & after obtaining the clearance certificate upto 18.06.2012 from the E.E.(Elect.), SEED, Sambalpur on 31.07.2012.
2. It was learnt that the previous occupant of the same quarter had also cleared his dues & obtained the no due certificate upto 27.02.2012.
3. The Opposite Party on detail deliberation to the case confirmed on record that a letter was issued previously to the Secretary-RDC, Sambalpur, regarding recovery of previous arrear dues stands upto July-2001 against the same quarter occupied by Sri S.S. Panda, amounting Rs.16789.45/-.
4. The Forum scrutinized the records/credentials submitted by both the parties & observed that the previous arrear amounting Rs.16789.45/- does not belong to the present occupant of the quarter for which the complainant is not liable to pay. The Opposite Party has taken steps to recover the previous arrear dues from the department concerned who allotted the same quarter previously.

The Forum on examining the case in detail construed that there is no rationale in attaching/adjoining the arrear dues (pertaining to previous occupant of the quarter) to the consumer account of the present occupant. Therefore, the Opposite Party, is required to initiate necessary steps to transfer the previous arrear amount to deferred account heading as being a govt. quarter case and simultaneously make effective endeavor to recover such dues from the department concerned.



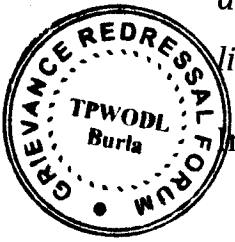
ORDER

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 transfer the arrear amount of Rs.16789.45/- (being related to the previous occupancy period against quarter No.- PWD-UD-11, at C.S. Colony, Sambalpur) that stands in the name of the complainant to deferred account heading as ad interim/provisional measure unless and otherwise recovered in full from the department concerned.*
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.*

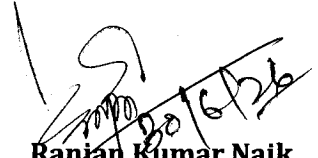
In terms of the above, the case is disposed of.

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




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


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


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

1. Sanjeeb Kumar Sahoo, At/Po-Qtr.No.PWD-UD-11, Commissioner's Colony, Dist-Sambalpur-768001.
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
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/288/2026)