

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 146 (4)

Date: 8/04/2025

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/29/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Joginath Sahu C/O-Bibekananda Sahu At-Balita Po-Barkote, Dist-Deogarh-768110		4140-0103-0576	9937723811
3	Respondent/s	E.E (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	17.01.2025			
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	17.01.2025			
9	Date of Order	8/04/2025			
10	Order in favour of	Complainant		Respondent	✓ Others
11	Details of Compensation awarded, if any.	NIL			

  
**President**  
 Grievance Redressal Forum  
 TPWODL, Burla

**Place of Camp:** ESO Office, Bhudapal

**Appeared**

**For the Complainant-** Joginath Sahu  
Represented by Bibekananda Sahu

**For the Respondent -** EE(Electrical), Deogarh, TPWODL.

**GRF Case No- BRL/29/2025**

Joginath Sahu  
C/O-Bibekananda Sahu  
At-Balita Po-Barkote,  
Dist-Deogarh  
Consumer No-4140-0103-0576

**VRS**

EE(Electrical), Deogarh, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Bibekananda Sahu on behalf of Joginath Sahu appeared in the hearing on Dt. 17.01.2025 at the camp held at ESO Office, Bhudapal & filed the petition where he averred that the electrical connection in the complainant's name was primarily available for lift irrigation purposes but was not used in any occasions previously. The complainant further contended that though the supply was not utilized for irrigation purposes, huge amount of arrears has been accumulated due to unreasonable charging of bills accordingly. In this contest, the complainant averred that another new service connection has been applied (New connection application No TPW10952615) in the name of Sri Bibekananda Sahu which has not been extended due to non-clearance of arrear dues standing against the existing connection. Hence, the complainant prayed to the Forum to direct the Opposite Party to resolve the billing dispute in an efficacious manner & extend the new service line as applied already. The complainant has later on submitted a copy of the application addressed to the Executive Engineer (Elect), TPWODL, Deogarh, Dt.07.02.2025, requesting for correction of electric bills.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Dec-2014 to Dec-2024, a PVR carried out on 20.01.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The supply of power was released Dt.12.11.2014 for 'Irrigation & Pumping' purpose vide meter No-OREB7498 with contract demand 3.00KW.
2. But, all the bills have been raised provisionally from beginning upto now. Presently, supply is under Disconnection at site as per PVR taken Dt.20.01.2025 and which is from Jan-2024 in database.
3. In view of grievance of the consumer regarding 'non-utilization of supply', it is to mention that, they have not intimated to the Licensee in this regard earlier.
4. However, during admission hearing the consumer was asked by the Forum to provide the certificate from OLIC Dept, non-utilization of the point.
5. In adherence to that, the complainant has provided the certification letter from the Executive Engineer LI Division, Sambalpur along with witness by another beneficiary attached in this cluster.

**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 4140-0103-0576, having CD-3.00KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Barkote & initial power supply effected on 12.11.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,



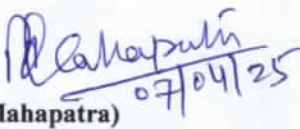
1. That, the billing records indicated that monthly provisional bills were charged to the complainant from Dec-2014 to Dec-2023 @ 530 units/ 324units /335units /302 units & 1264 units from time to time, even though the initial meter SI No OREB7498 was installed in the premises. Hence, there has been no advanced meter readings recorded for billing. That, the billing records indicated that there has been no replacement of the afore mentioned meter till date & the power supply has been disconnected since 27.02.2024.
2. That, the physical verification report drawn of 20.01.2025 revealed that there has been no power supply to the complainant's premises & the existing meter was found burnt from the terminal.
3. That, on detail deliberation to the case the complainant was asked to submit a certificate from the OLIC Dept Govt of Odisha, about the functionality of the LI point & the status of the borewell connection extended to the complainant.
4. That, the complainant submitted a copy of a letter from the O/o Executive Engineer LI Division, Sambalpur, addressed to the Executive Engineer (Elect), TPWODL, Deogarh vide Letter No 200 Dt.12.02.2025, another letter vide letter No 332 (WE) Dt.28.02.2025 and again submitted a copy of another letter vide letter No 380 Dt.11.03.2025. The Forum observed that there were divergent views in the letters of the Executive Engineer LI Division, Sambalpur wherein one letter [No 332(WE) Dt.28.02.2025], it was mentioned that "the borewell could not run properly since 2014" & in another letter (No 380 Dt.11.03.2025) mentioned that "the borewell was not run from Dec-2014 to Dec-2024 due to the complainant's personal problems.
5. That, to examine the authenticity of the claim made by the complainant regarding non utilization of power supply ever in earlier occasions, the Opposite Party was further asked to conduct a physical joint verification headed by Executive Engineer (Elect), TPWODL, Deogarh along with concerned ESO/SDO (Elect), Deogarh.
6. That, the joint verification report conducted on 22.03.2025 indicated the views of the other beneficiaries attached to the same cluster (Ranja Deep borewell cluster) wherein a villager Smt Shibani Jeet whose house is nearby to the land of the complainant stated that the complainant land never remained uncultivated in any year, one crop is cultivated every year. However, she admitted that she had never seen the running of his LI point. That, another beneficiary of the same cluster in the name of Sri Indramani Pradhan pointed out that the LI point connection attached to the complainant premises has not been in running condition since beginning of power supply since Nov-2014. Moreover, the Opposite Party submitted that it is hard to construe any concrete inference to establish the authenticity of claim made by the complainant regarding non-utilization of such LI point connection. So, the petitioner's usage of LI point at any point of time from beginning of power supply cannot be ruled out. The Opposite Party further pointed out that there is divergent views in the letters of Executive Engineer LI Division, Sambalpur wherein one letter (332 (WE) dt.28.02.25), it is mentioned that the 'borewell could not run properly since 2014' and in another letter (no-380 dt.11.03.2025) "borewell was not run from Dec-2014 to Dec-2024 due to his personal problem".
7. The Forum observed that, the complainant could not submit any proof of any application made earlier to the Opposite Party requesting for disconnection of power supply to his LI point, in order to establish the intent of the complainant regarding non usage of power supply and stop further charging of monthly electricity bills. It was only on 07.02.2025 wherein the complainant requested for correction of his electricity bills to the Opposite Party.


8. The Forum on scrutinizing the records submitted by the parties concluded that there has been no conclusive report/record indicating the utilization/non-utilization of power supply to the complainant's LI point which is sine qua non in this instant case.


After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, there is no merit in the complaint and the bill so served is proper and as per regulation provided for the purpose. However, the termination of power supply permanently may be considered from the date of application for the same i.e, from 17.01.2025 and final bill be served to the consumer as per law considering the period of disconnection. The order pronounced on this date is delayed due to late submission of reports/statements from both the parties. The joint verification report along with other relevant reports have been received by this Forum on 1<sup>st</sup> April 2025.

The case is hereby dismissed.

Accordingly, the case is disposed of.

  
**B. Mahapatra**  
(Co-Opted Member)  
**Co-opted Member**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

  
**A.K. Satapathy**  
(President)  
**President**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:-
1. Sri Joginath Sahu, C/O-Bibekananda Sahu, At-Balitaro-Barkote, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/29/2025)