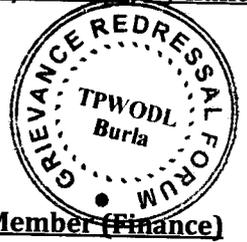


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

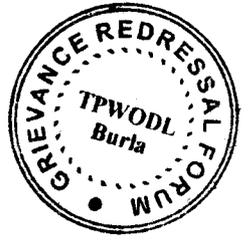


Ref: GRF/Burla/Div/DED/ (Final Order)/ 44 (4)

Date: 26.02.26

Present: Sri Ranjan Kumar Naik, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/48/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gupteswar Dharua C/O-Ghanashyam Dharua At-Rukuda, Po-Parposi, Dist-Deogarh		4140-0103-1810	9827462026
3	Respondent/s	E.E (Elect), DED, Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	21.01.2026			
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	21.01.2026			
9	Date of Order	26.02.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Gupteswar Dharua
Represented by Ghanashyam Dharua

For the Respondent - E.E(Electrical),DED,Deogarh, TPWODL.

GRF Case No- BRL/48/2026

Gupteswar Dharua
C/O- Ghanashyam Dharua
At-Rukuda, Po-Parposi,
Dist-Deogarh
Consumer No-4140-0103-1810
VRS
E.E(Electrical),DED,Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Ghanashyam Dharua on behalf of Gupteswar Dharua appeared in the hearing on Dt. 21.01.2026 at the camp held at ESO Office, Tileibani. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding arbitrary energy bills charged previously, even though the borewell remained non functional after one year of initial usage. The complainant failed to emphatically submit the period of dispute in the petition filed.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Jan-2019 to Jan-2026, a Physical Verification Report carried out on 22.01.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

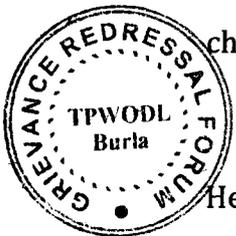
1. The supply of power was released Dt.20.10.2018 for 'Irrigation & Pumping' purpose (CD-2.24 KW) but without meter which lead to average billing since beginning upto March-2022.
2. Then, a new meter bearing sl no "TPU35355" installed in April-2022 which is continuing so far properly with reading '19' as per PVR on Dt.22.01.2026.
3. It is noticed from the PVR and billing abstract that, the point is not running normally due to very mere consumption.
4. The Opposite Party suggested that, it not preferable for revision of bill with this mere unusual consumption as the LI point is not functioning properly.

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 4140-0103-1810, having CD-2.24 KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Tileibani & initial power supply effected on 20.10.2018.

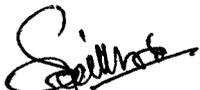
On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. On examining the case in detail, the Forum observed from the licensees' available soft records (FG & Samadhan App) that average bills were charged continuously from date of initial power supply till March-2022 billing, as no meter was installed against the Lift Irrigation Point to record consumption.
2. That, a new meter bearing SL.No." TPU35355" was installed later on 04-Apr-2022. However, provisional bills charged thereafter were adjusted fully in subsequent billing months as per advanced consumption recorded in new meter installed.
3. The Physical Verification Report dtd. 22.01.2026 indicated that the existing meter having SL.No." TPU35355" has been found in running condition with meter status found "ok", having no borewell motor installed in the premises, admittedly stolen & current meter reading recorded as kwh"000019", with a observation that the supply has not been in use in recent period.
4. That, considering the mere unusual consumption pattern recorded in above mentioned meter with no usage of borewell point in recent period, the Opposite Party insisted that the average energy bills charged previously may not preferred to be revised as per present meagre consumption recorded.
5. The Forum on scrutinizing the records, reports available on record construed that, since there has been very less consumption of 19 units only accumulated till date from the date of installation (i.e. 04-Apr-2022) , it would not be proper & found no rationale for revision of earlier bills at this time & hence, constrained to pass orders accordingly. Additionally, as the complainant has urged for disconnection of power supply to the point, as having no load presently without any borewell motor installed, the complainant is accordingly advised to approach the Opposite Party in this regard. Further, the Opposite Party is advised to initiate necessary processes for closure of consumer account, duly considering the average bills charged previously, upon request made by the complainant.



Hence, the case is hereby dropped.

Accordingly, the case is disposed of.


S.Tripathy
Member(Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


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



Copy to: -

1. Gupteswar Dharua, C/O- Ghanashyam Dharua At-Rukuda, Po-Parposi, 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/48/2026)