

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/BNED/ (Final Order)/ 62(4)

Date: 26.02.26

Present:

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

1	Case No.	BRL/52/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Debaki Nath Gumadera, Nath Building, Main Road Belpahar, Dist-Jharsuguda-768218		4172-2403-0822	8908763889
3	Respondent/s	S.D.O (Elect), Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	28.01.2026			
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	28.01.2026			
9	Date of Order	26.02.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President,
Grievance Redressal Forum

Place of Camp: ESO Office, Belpahar

Appeared

For the Complainant- Debaki Nath



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

GRF Case No- BRL/52/2026

Debaki Nath

Gumadera, Nath Building, Main Road Belpahar,

Dist-Jharsuguda

Consumer No-4172-2403-0822

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Debaki Nath appeared in the hearing on Dt. 28.01.2026 at the camp held at ESO Office, Belpahar. The complainant submitted during course of hearing in brief as follows:

1. To stop the bill against consumer no 417224030822, as it's falsely generated and no existence of connection. To withdraw all the arrear against the consumer no. She has another connection with consumer no. 417224030820, which is in running condition.

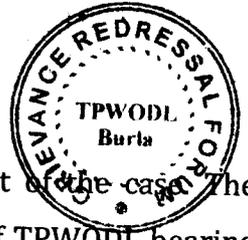
Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit a Physical Verification Report carried out on 05.02.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply in the name of Debaki Nath is a LT-GP Category of TPWODL bearing con no 4172-2403-0822.
2. The date of power supply given to consumer is 13.03.2021.
3. As per the consumer complain, she has one electricity connection bearing con no- 4172-2403-0820 in her name but mistakenly another electricity connection bearing con no 4172-2403-0822 has been issued in her name which is falsely generated & there is no existence of that connection. So, she has requested to stop the false bill & withdraw the total arrear of the connection.
4. It is verified & found that the consumer's complain is genuine as per the enquiry report & PVR submitted by the ESO, Gumadera & AOC, Gumadera that the consumer uses the electricity connection bearing con no- 4172-2403-0820 & pays the bill regularly. But, the electricity connection bearing con no- 4172-2403-0822 is a dummy consumer which is falsely generated & physically there is no existence of this connection.
5. The opposite party suggested that, the total arrear from the date of supply to the period of bill stop may be withdrawn fully due to non-existence of the connection.

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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 4172-2403-0822, having CD-3.00 KW under LT-General Purpose<110 KVA category, coming under ESO-Gomadera & initial power supply effected on 13.03.2021. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The date of initial power supply was 13/03/2021 with installed meter no "WESCO9238216".
2. Provisional bills were generated from date of power supply to June-2021. There after bills were stopped but monthly fixed charges continued to charge up to July-2025. Also, Delayed Payment Surcharge (DPS) was charged from November-2021 to July-2023, during the bill stop period which is totally baseless and ingenuine.
3. It was observed that the power supply has been in disconnection state with security deposit adjustment of Rs.9061/- effected on 30.03.2025 in billing data base, having total arrear outstanding of Rs.21474/- accumulated upto Jan-2026.
4. The Opposite Party on reply to the case admitted that, the connection bearing Con No- "4172-2403-0822" is a dummy consumer that has been falsely generated, having no physical existence.
5. The Forum construed that the bills raised against the non-existing consumer is totally baseless and ingenuine. So, the total arrear outstanding stands against consumer no. 417224030822, needs to be withdrawn to mitigate the consumer's complaint.

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 withdraw total arrear against consumer no. 417224030822, 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.*

President

Grievance Redressal Forum
TPWODL, Burla, 759017

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.



Accordingly, 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 March-2026) from the date of issue of this order.

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

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

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

Copy to: -

1. Debaki Nath, Gumadera, Nath Building, Main Road Belpahar, Dist-Jharsuguda
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, Brajarajnagar.
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/52/2026)