

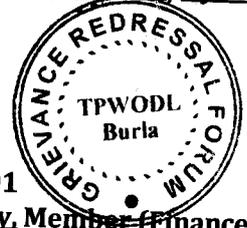
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Grievance Redressal Forum
TPWODL, BURLA

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)/ 85(4)

Date: 27.02.26

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

1	Case No.	BRL/540/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chaitanya Dixit C/o- Sujit Dixit At-Gurupali Po- Rasanpur, Dhanupali, Dist-Sambalpur-768005		4162-3501-0071	9437805762
3	Respondent/s	S.D.O (Elect) Dhanupali, TPWODL, Sambalpur		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	15.12.2025			
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	31.12.2025/15.01.2026/22.01.2026			
9	Date of Order	27.02.26.			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

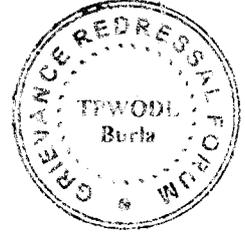
Place of Camp: GRF Office, TPWODL, Burla.

Appeared

For the Complainant- Chaitanya Dixit

Represented by Sujit Dixit

For the Respondent - SDO(Elect.) Dhanupali, TPWODL, Sambalpur.



GRF Case No- BRL/540/2025

Chaitanya Dixit

C/o- Sujit Dixit

At-Gurupali

Po- Rasanpur, Dhanupali,

Dist-Sambalpur-768005

Consumer No-4162-3501-0071

VRS

SDO(Elect.) Dhanupali, TPWODL, Sambalpur.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The petition filed in the name of Late Sri Chaitnya Dixit, represented by Sri Sujit Ku.Dixit, resident of Gurupali, Dhanupali, Sambalpur, holding electrical consumer No."4162-3501-0071" put forth his grievances as outlined below, that,

- 1) The power supply remained disconnected from March-2025 to Oct'2025, even though the complaint petition regarding erroneous bills charged previously were reported to the ESO, Maneswar for consideration & necessary action on dtd.23.07.2025.
- 2) Based on CHP order passed by GRF, Burla, the Opposite Party had revised the earlier bills & payment was made accordingly to restore the power supply.
- 3) That, since the complainant was not satisfied with the above bill revision carried out, hence moved to Hon'ble Ombudsman-II, Bhubaneswar, for redressal of his grievances. Hon'ble Ombudsman-II, Bhubaneswar, passed an order dtd.11.11.2025 instructing the complainant to approach before this Forum.
- 4) That, the complainant filed the petition accordingly before this Forum with a prayer to direct the Opposite Party to reconsider the case, refuting the earlier bill revision carried out with a request to consider the payment made on 10.10.2025 as an advance payment.

The complainant submitted the copies of Ombudsman order in case No.OM(II) (W)-17of 2025 vide memo No.96(3) dtd.11.11.2025, copy of GRF-Burla order in CC No.365/2025 dtd.18.09.2025, copy of petition filed before the GRF Camp dtd.12.09.2025, photo copies of bills served during period 2011 to 2014, a copy of old meter photo, the copy of application addressed to ESO-Maneswar dtd 23.07.2025 requesting for restoration of power supply, the copy of application addressed to SDO-Dhanupali dtd.23.08.2018, requesting for correction of bills provisionally charged previously from Feb-2017 to Dec-2017, the copy of application sent to ESO-Maneswar dtd.03.02.2011, requesting to withdraw the bill amount earlier assessed in bill revision sheet, a copy of bill revision statement revised upto June-1990, vide bill no-D-10-GPL-9, dtd.04.07.2000, a copy application addressed to SDO-Dhanupali dtd. 16.04.2000, requesting for reconsideration of the wrong electricity bills charged previously, the copies of money receipts dtd.20.06.2009 & 10.10.2025 regarding payments made.

President

Grievance Redressal Forum
TPWODL, Burla - 768017.

The case being registered on 15.12.2025, notice was issued to both the parties to appear before the Forum on 31.12.2025, wherein the complainant remained absent with a request for time petition. The case was rescheduled for hearing to another date on 15.01.2026, wherein the complainant appeared before the Forum & the Opposite Party, represented by Sri Akash Ku. Mistry remained present for hearing. The Opposite Party submitted a copy of latest Physical Verification Report, the copies of meter photos. The case was adjudicated at length. During the course of hearing, the following points were observed, that;

- i) On examining the case details, the complainant asserted that the power supply to the premises was in disconnected state earlier from March-1990 to 20.06.2009, that earlier on 18.06.1990, the electric pole adjacent to the premises was broken due to fell down of a mango tree over the same pole & the supply remained disconnected till 19.07.2009, as the complainant did not pay heed to approach the Opposite Party to restore the supply because of dwelling at another place at Jharsuguda. However, the complainant admitted that he could not pay the dues at that time even after assessing the previous bills upto June-1990, as per revision sheet enclosed.
- ii) The complainant contended that even though the supply remained disconnected physically during the above period, false/fabricated bills were charged to him month on month basis.
- iii) On questioning about the existence of meters, the complainant argued that the old meter SLNo. "252665" still available in the premises, that was kept installed from date of initial supply to December-2014 & denied having never installed any other meter SL.No." WESCO173915" at his premises in question, as per billing records revealed.
- iv) The complainant affirmed that the power supply was earlier reconnected on 20.06.2009. But, the complainant refuted the bill revision as carried out by the Opposite Party in consonance with CHP order passed by the Forum to resolve the grievances & approached this Forum afresh as per direction issued by the Hon'ble Ombudsman-II, Bhubaneswar.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party was asked to submit the detailed filed enquiry report, the written statement in support of their views to the case along with the previous & current billing status with due emphasis on existence of meters available till date. In reply to the case, the Opposite Party submitted the points that are outlined below.

1. Billing was in average basis from Feb'2001 to Aug'2002.
2. Meter No. "WESCO173915" was in running condition from Oct'2002 to Jun'2013, but average bills were generated in between.
3. Then billing was on average basis from Aug'2013 to Dec'2014.
4. A new meter sl. no."309818" was installed in Jan'2015.
5. Consumer is claiming that his supply was disconnected from Jun'1990 to Jul'2009, but no proper evidence produced by him. As actual bills were generated in between this period, it can be said that the supply was not disconnected.
6. Consumer kept an old meter sl. no. "252665" at his house and claiming that this meter was installed from date of power supply to Dec'2014 and meter no."WESCO173915" was never installed in his


President

Grievance Redressal Forum
Bhubaneswar

connection. But as per billing data meter no."WESCO173915" was present at site from Feb'2001 to Dec'2014 and there is no evidence found about meter no."252665".

7. The meter no."WESCO173915" was present at site from Feb'2001 to Dec'2014, and meter no."309818" was installed in Jan'2015 which is present at site till now.

Consumer's bill was already revised under in CHP as follows:-

1. Recast of bill was done from Sep'2002 to Jun'2013 by taking IMR as "2314" kwh in Sep'2002 and FMR as "10762" Kwh as in Jun'2013 in which Rs 3387.23/- was withdrawn in Sep'2025.
2. Average bills from Jul'2013 to Dec'2014 was revised by taking new meter's 06months consumption in which Rs 1639.04/- was withdrawn in Sep'2025.

However, there are 03 more scopes of revision as follows:-

1. Average bills from Feb'2001 to Aug'2002 can be revised by taking meter no."309818" IMR as "2314" in Sep'2002 and FMR as "10762" in Jun'2013 in which Rs 3,139/- can be withdrawn.
2. Average bills from Jul'2013 to Dec'2014 may be revised by taking new meter's IMR as "0" in Jan'2015 and FMR as "3476" in Apr'2025 instead of 06months consumption in which Rs 3,418/- can be withdrawn.
3. Recast of bills from Jan'2015 to Dec'2025 by taking IMR as "0" as in Jan'2025 and FMR as "3501" as in Dec'2025 in which Rs 3,282/- can be withdrawn.
4. The opposite party suggested that revisions can be executed, in which total of Rs 9,839/- can be withdrawn.

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 4162-3501-0071, having CD-1KW under LT- Domestic category, coming under ESO- Maneswar & 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,

- i) The complainant could not emphatically submit the period of dispute filed in the petition but, submitted a copy of bill revision abstract issued by the then SDO No.-II Sambalpur, dated 04.07.2000 to which the complainant admitted to have not paid the dues after such revision assessed.
- ii) That, the dispute raised by the complainant pertains to the erstwhile period of Odisha Sate Electricity Board(OSEB) & the billing ledger abstract available with the Licensee is from February-2001 onwards. Both the parties failed to submit the monthwise billing details prior to Feb'2001 billing.
- iii) That, the complainant remained silent during line disconnected period till 19.06.2009 with no action initiated for restoration of supply to the premises, but, only with request for revision of earlier bills time & again in earlier occasions.
- iv) The complainant produced a copy of reconnection fees deposited on 20.06.2009 but, could not produce proper evidence as to the date of actual disconnection effected physically & the Opposite Party also remained silent on this aspect.

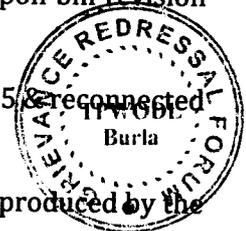

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Grievance Redressal Forum
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- v) That, in the absence of proper records regarding disconnection of power supply particularly during the year 1990 to 2001 from either of the parties concerned, the Forum could not ascertain the actual physical disconnection effected, if any.
- vi) That, the complainants claim regarding availability of old meter SL.No." 252665" in the premises during the disputed period was disapproved by the Opposite Party stating that meter SL.No." WESCO173915" was actually available at premises upto December-2014 with generation of actual bills intermittently during that period.
- vii) That, a new meter SLNo." 309818" was installed & updated in billing during Jan/Feb-2015.
- viii) That, the Opposite Party has already revised the average bills from Sept-2002 to June-2013 & from July-13 to December-2014, withdrawing Rs.3,387.23/- & Rs.1,639.04/- respectively, effected during September-2025 billing & the complainant deposited Rs. 9,165/- on 10-10-2025, upon bill revision as carried out by Opposite Party.
- ix) The ledger abstract revealed that the power supply was disconnected on 20-Apr-2025 & reconnected on 11-Oct-2025 in recent times.
- x) The Opposite Party apprehended & could not discern the bill assessment statement produced by the complainant pertaining to the bill revision assessment upto June-1990.
- xi) That, due to insufficiency/constraint of data at present times, as submitted by either of the parties with correctness & efficacy of data, ^{being} ~~as~~ the disputed period lies way back from the year 1990 to June-2009, the Forum on detailed deliberation to the case construed that the average energy bills charged for the remaining period i.e. from Feb-2001 to August-2002 are to be revised as per meter SL.No." WESCO173915", along with recasting of bills from January-2015 to January-2026 as per actual monthly average consumption recorded in existing meter SLNo." 309818", presently available in the premises with meter status found running as per latest Physical Verification Report submitted by Opposite Party, to extend fair and reasonable justice to complainant.

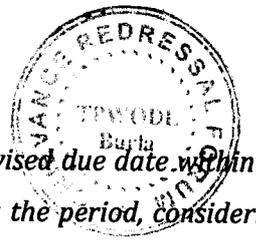
ORDER

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 the energy bills charged from February-2001 to August-2002, on the basis of actual monthly average consumption recorded in meter SL.No." WESCO173915", considering initial reading of kwh"002314" as in September-2002 & final reading of kwh"10,762" as in June-2013 billing, 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 recast the energy bills charged from January-2015 to January-2026, on the basis of actual monthly average consumption recorded in meter SL. No."309818", considering initial reading as on the date of installation of above meter & final reading of kwh" 3538" as in January-2026 billing, taking into account the line disconnected period during the above period, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*



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28/12/26



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, considering 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.

In terms of above, the petition stands disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Mar-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. Chaitanya Dixit, C/o- Sujit Dixit, At-Gurupali, Po- Rasanpur, Dhanupali, Dist-Sambalpur-768005.
2. Sub-Divisional Officer (Elect.) Dhanupali, TPWODL, Sambalpur 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/540/2025)