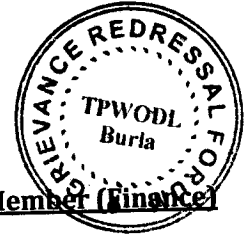


**Grievance Redressal Forum
TPWODL, BURLA**

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)



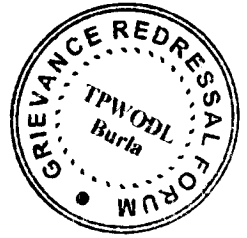
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 125(4)

Date: 30.03.26

Present:

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

1	Case No.	BRL/88/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Lukhuru Deep C/o-Janmajaya Deep At/Po- Birghat, Ichhapal, Dakra, Dist-Sambalpur.	4162-3310-0812	9692668004	
3	Respondent/s	SDO (Elect) Dhanupali, TPWODL.		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	19.02.2026			
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	09.03.2026			
9	Date of Order	30.03.26			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: GRF office, Burla, TPWODL, Sambalpur

Appeared

For the Complainant- Lukhuru Deep
Represented by Janmajaya Deep

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

GRF Case No- BRL/88/2026

Lukhuru Deep
C/o-Janmajaya Deep
At/Po- Birghat, Ichhapal, Dakra,
Dist-Sambalpur
Consumer No-4162-3310-0812

COMPLAINANT

VRS
SDO(Elect.) Dhanupali, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

The complaint petition filed in the name of Sri Lukhuru Deep, represented by Sri Janmajaya Deep, objected about disputed old arrears which were not shown continuously in all monthly bills & is legally untenable under Sect.56(2) of Indian Electricity Act,2003. The complainant contended that even though all electricity bills were paid from Dec-2022 onwards, the arrear relating to a period prior to Dec-2022 has been added to his electricity bill & the said bills have never been shown continuously in previous bills. The complainant further submitted that in spite of repeated follow ups, no final resolution has been made out till date.

Hence, the complainant prayed before the Forum to pass appropriate direction to settle the dispute based on records for removal of disputed old arrear & issuance of corrected bill. In this context, the complainant submitted the copies of earlier e-mail communications made to the Opposite Party, copy of electric bill of Mar-2021& Jan-2023, copy of money receipt dtd.12.01.26 & a copy of application made to SDO(Elect.),TPWODL dtd.22.01.2026.

The case being admitted notice was issued to the parties to appear before the Forum on 09.03.2026, wherein the complainant's representative Sri Janmajaya Deep & the Opposite Party represented by Sri Akash Mistry appeared for hearing.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted written version on 09.02.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. Date of supply of service connection is on 05.01.2014 with meter no."606124".
2. A new meter was installed in Jan'2022 bearing sl. no."LW246837".
3. Regular bills were generated from date of supply to till date in which arrear is mentioned along with current bill.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

4. He had paid first time of Rs 500/- on 24.02.2023 against the bill issued on 08.02.2023, in which arrear amount is clearly mentioned as Rs 8329.94/-.
5. A bill copy of Mar'2021 is also attached in which arrear amount is mentioned as Rs 6452.67/-.
6. As per Sec 56(ii) of the Electricity Act, 2003 Licensee/supplier shall not be eligible to recover any sum from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied and the Licensee/supplier shall not cut off the power supply.
7. The opposite party suggested that, there is no disputed arrear and the consumer liable to pay all dues including bills prior to 2022.



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 4162-3102-0179, having CD-2.50KW under LT- Domestic category, coming under ESO-Sahaspur & initial power supply effected on 11.01.2001.

On detail deliberation to the case, submission made by the parties & records/statements available on record, the Forum finds it pertinent to mention here that as per Regulation 152(ii) of OERC Distribution(Conditions Of Supply), Code, 2019, "The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act."

Further, as per Regulation 151(xi) of Hon'ble OERC, if for any reason the consumer does not receive the bill for the billing cycle within two weeks of the end of the billing cycle, it would be the obligation of the consumer to approach the engineer and collect a duplicate bill. A consumer may also make payment as per last month's bill or higher, in absence of such bill.

That, the 1st energy bill was charged in July-2014 on actual basis having initial meter installed bearing meter SL.No." 606124". Thereafter, provisional & average bills were charged on bi-monthly basis upto July-2022, except some actual bills charged intermittently. It was observed that a new meter having meter SL.No." LW246837" was installed & updated in billing during Dec-21/Jan-2022. Actual bills continued to charge thereafter from Aug-2022 to Oct-2025 as per advanced consumption recorded in above meter.

President

Grievance Redressal Forum
 TPWODL, Burla - 768017


It was noticed that another new meter bearing SLNo." TWSP51266709" was installed in the premises on 22-Nov-2025. The payment history revealed that the complainant had deposited Rs.500/- first time on 24-02-2023.


The ledger abstract indicated that energy bills have been generated since date of initial power supply & arrear has been shown continuously in the ledger as recoverable which is in conformity with the regulatory provisions stipulated, having total arrear outstanding of Rs. 7897.91/- stood as in Feb-2026 billing. The Forum noticed that no bills have been charged after a period of two years when such sum became first due previously. Hence, found no merit in the case having specific relation to removal of arrear amount prior to Dec-2022.

In the matter of non-serving of electricity bills till the year 2022, as averred by the complainant, no copy of such application was produced before the Forum, requesting for duplicate copy of bills made before the Opposite Party in earlier occasions, that could substantiate the claim made. However, the complainant agreed that energy bills have been served to him presently. The instant petition is hereby rejected devoid of any merit.

Accordingly, the case is disposed of.


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. Lukhuru Deep, C/o-Janmajaya Deep, At/Po- Birghat, Ichhapal, Dakra, Dist-Sambalpur.
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/88/2026)

