



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

Ref: GRF/Burla/Div/DED/ (Final Order)/ 504(4)

Date: 28.11.2025

Present:

Sri Ranjan Kumar Naik, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/436/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Raibu Mahanta C/O-Purna Ch Mahanta At-Kaliapal, Po-Kaliapal, Ps-Barkote, Dist-Deogarh		4140-0103-2186	7854811354
3	Respondent/s	E.E (Elect),DED, Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	15.10.2025			
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	15.10.2025			
9	Date of Order	28.11.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*[Signature]*  
28/11/25  
President

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

**Appeared**

**For the Complainant-** Raibu Mahanta  
Represented by Purna Ch Mahanta

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

**GRF Case No- BRL/436/2025**

Raibu Mahanta  
C/O-Purna Ch Mahanta  
At-Kaliapal, Po-Kaliapal,  
Ps-Barkote  
Dist-Deogarh  
Consumer No-4140-0103-2186

**VRS**

E.E(Electrical), DED, Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Purna Ch Mahanta on behalf of Raibu Mahanta appeared in the hearing on Dt. 15.10.2025 at the camp held at ESO Office, Barkote. The Complainant filed the petition disputing the Fixed Demand Charge and Customer Charge raised considering HT-supply, whereas the connection is LT-Irrigation. Hence, the Complainant prayed before the Forum to direct the Opposite Party to withdraw the Fixed Demand Charges charged in excess and Customer Charge, as well as reconnect the power supply.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party submitted billing abstract from Jan-2021 to Aug-2022, a Physical Verification Report carried out on 28.10.25 & written statement in this case. Again, Opposite Party submitted an enquiry report via e-mail on date 28.11.2025. In reply to the case, the opposite party submitted the following facts.

1. The power supply to consumer released on 21.11.2020 vide meter no "WLT194861" under 'Irrigation & Pumping' category having CD-3.73KW. Since then, only provisional billings have been raised upto Aug-2022.
2. After that, supply disconnected, and bill stopped from Sept-2022. Due to prevailing disconnection for long period of time and no attempt for reconnection, the security deposit amount of Rs.1382/- has been adjusted in Mar-24 from corporate office.
3. By giving temporary P/S to meter having sl. no. WLT194861, reading recorded in the meter is found to be 105 KWH on the date of field enquiry.
4. As regards to claim of complainant of charging demand charge & customer service charge, it is to mention that those charges have been charged as voltage supply is 11 kv supply volt (HT).



5. Supply was given on cluster basis where 3 nos. of connection are availing 3-ph supply (440 volts) from 25 KVA transformer. Other two connection are SC no 414001032184 & SC no 414001032185. All three connections were energized on dt 26.11.2020.
6. The opposite party suggested that reconnection of power supply may be done by taking certain amount as decided by Forum and revision will be made basing on subsequent six months actual meter consumption.

#### **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 4140-0103-2186, having CD-3.73KW under LT-Irrigation Pumping & Agriculture category, coming under ESO-Barkote & initial power supply effected on 26.11.2020. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the records that it is a Irrigation Point having LT supply on cluster basis from a 25 KVA transformer.
2. That, there are two other consumers getting power supply from the same 25 KVA transformer. Out of which, one consumer is being billed on LT-IPA category and bill for another consumer is stopped from August-2022 onwards.
3. That, having LT supply, raising monthly Fixed Demand Charge and Customer Service Charges on HT tariff category basis is totally unjustified.
4. That, Monthly Fixed Charges to be recalculated under LT-Irrigation Pumping & Agriculture category instead of HT category and Customer Service Charges to be waived out from the date of initial power supply till last billing.
5. That, consumer needs to pay security deposit as per present tariff in force deducting the available security deposit, if available, before energisation of LI point on consumer willingness.

The Forum on scrutinizing the records, reports available on record construed that the Consumer is an Irrigation Point with LT Supply out of the same cluster. All the charges raised in HT category, needs to be recalculated/withdrawn to redress the grievances accordingly.

#### **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 the Customer Service Charges from the date of initial power supply to August-2022, 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 recalculate the Monthly Fixed Charges under LT-Irrigation Pumping & Agriculture (LT-IPA) category from the date of power supply to till date on resumption of power supply to LI point, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
3. The Opposite Party is directed to update the Consumer attributes instead of "HT-IPA" supply into billing fold without further delay, so as to generate monthly energy bills henceforth considering LT-IPA supply, on reconnection of power supply.
4. The Complainant is directed to deposit the security amount as per the present tariff in force deducting the available security amount if any.
5. The Opposite Party is directed to serve the revised energy charges bill with revised due date, duly considering the applicable tariff during the period, considering the adjustments, if any, and adjustment for the payments made by the complainant.
6. 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 December-2025) from the date of issue of this order.**

*S. Tripathy*  
28/11/25  
S. Tripathy  
Member (Finance)  
Member

*Ranjan Kumar Naik*  
28/11/25  
Ranjan Kumar Naik  
(President)  
President

Copy to: -

1. Raibu Mahanta, C/O-Purna Ch Mahanta, At-Kaliapal, Po-Kaliapal, Ps-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/436/2025)