

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)/ 478(4)

Date: 31/10/25

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/451/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Jagamohan Mahananda C/O-Debananda Mahananda At-Gudiali, Po-Dudolsingha Dist-Jharsuguda-768225		4172-2507-0049	6370029310																																
3	Respondent/s	SDO (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajarajnagar																																
4	Date of Application	23.10.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	23.10.2025																																			
9	Date of Order	31/10/25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

[Signature]
31/10/25
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Bandhbahal

Appeared

For the Complainant- Jagamohan Mahananda
Represented by Debananda Mahananda

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

GRF Case No- BRL/451/2025

Jagamohan Mahananda
C/O-Debananda Mahananda
At-Gudiali, Po-Dudolsingha
Dist-Jharsuguda
Consumer No-4172-2507-0049

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Debananda Mahananda on behalf of Jagamohan Mahananda appeared in the hearing on Dt. 23.10.2025 at the camp held at ESO Office, Bandhbahal. The complainant submitted during hearing in brief as follows:

1. The complainant has submitted that supply was disconnected since 2010 and arrear at that time was Rs 23043.00
2. When supply was reconnected during 2025, arrear was Rs 14700.00.
3. During the above period they had not availed supply and requested to revise the arrear.

Previous Complain, if any: Not Available

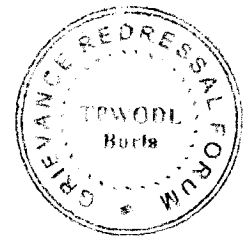
SUBMISSION OF OPPOSITE PARTY

The opposite party not submit any relevant documents except ledger abstract from March-2001 to Sept-2025 in this case.

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 TPWODE bearing consumer No 4172-2507-0049, having CD-1.00KW under LT-Domestic category, coming under ESO-Bandhbahal & 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,

1. The adjustment of provisional bills raised during Feb-2012 to May-2012 was not taken care properly.
2. Consumer was billed on actual meter reading up to July-2012 and then onwards billed on provisional basis up to October-2014.



[Signature]
23/10/25
President
Grievance Redressal Forum

3. Subsequently power supply was disconnected during Nov-Dec/2014 and remained disconnected till February-2025.
4. Again, power supply was reconnected during March-2025 on payment of RS 40000.00 with installation of a new meter on 23/04/2025 having sl no "TWSP51258137".
5. Consumer is aggrieved with the provisional bills raise from Aug/Sept-2012 to Sept/Oct-2014 and was not adjusted subsequently on resumption of power supply.



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

- The Opposite Party is directed to revise the energy bills charged to the complainant consumer by recasting from December/January-2012 taking to June/July-2012 taking IMR as KWh '0' and FMR as KWh '1500' recorded in meter sl no "385888", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
- The Opposite Party is directed to revise the energy bills charged to the complainant consumer from Oct/Nov-2012 to Sept/Oct-2014, taking succeeding six-months actual monthly average consumption of meter installed on 23/04/2025 bearing Sl No "TWSP51258137", duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
- The Opposite Party is directed to raise monthly fixed charges from Feb-2013 to Feb-2025 and to debit to consumer account as supply is deemed to be continued on resumption of supply on consumer request, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
- Consumer needs to clear his dues on receive of revised EC bills. For suitable instalment, consumer may approach to appropriate authority of Discom.*
- 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 Birla - 768017

6. The Complainant is directed to pay the revised billed amount so arrived 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 Months (by the end of November 2025) 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. Jagamohan Mahananda, C/O-Debananda Mahananda, At-Gudiali, Po-Dudolsingha , 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/451/2025)