

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 485 (4)

Date: 26.11.25

Present:

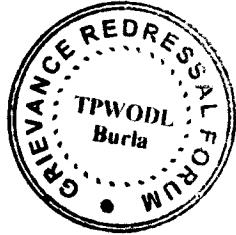
Sri Ranjan Kumar Naik, President
 Sri S.K Dora (Co-opted Member)
 Sri S.Tripathy Member(Finance)

1	Case No.	BRL/454/2025					
2	Complainant/s	Name & Address		Consumer No			
		Dillip Panigrahi At-Basupali, Po-Dolgaon Dist-Jharsuguda-768211		4172-2503-0493	9861411658		
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-	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			23.10.2025			
9	Date of Order	26.11.25					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others	
11	Details of Compensation awarded, if any.	NIL					

Place of Camp: ESO Office, Bandhbahal

Appeared

For the Complainant- Dillip Panigrahi



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

GRF Case No- BRL/454/2025

Dillip Panigrahi
At-Basupali, Po-Dolgaon
Dist-Jharsuguda
Consumer No-4172-2503-0493

COMPLAINANT

VRS
SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Dillip Panigrahi appeared in the hearing on Dt. 23.10.2025 at the camp held at ESO Office, Bandhbahal. The complainant submitted during course of hearing in brief as follows:

1. That power supply was disconnected on payment of D/C fees on dt 25/10/2018.
2. That the power supply had remained disconnected from 25/10/2018 to 02/2025.
3. During no power supply period, EC bills were raised which needs to be corrected.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit ledger abstract from Sept-2014 to Aug-2025, a Physical Verification Report carried out on 23.10.25, an enquiry report, photo copy of money receipt & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Dillip Panigrahi is a LT-Domestic Consumer of TPWODL bearing con no 4172-2503-0493.
2. The date of power supply to the consumer is 11-Sept-2014.
3. As per consumer complain the power supply was disconnected from 25.10.2018 to 06.03.2025 and power supply was reconnected on 07.03.2025 as per PVR report and supporting documents submitted by the section. But the billing was served on actual basis from Oct-2018 to July-2019 even after disconnection of the power supply due to the table reading given by the concerned meter reader without verifying the meter on the site.
4. Then, from Aug-2019 to July-2020 provisional bills were served due to non-update of the disconnection date. Finally, the disconnection data was updated in billing on 06.10.2023.
5. The FMR of the meter was 1300 KWh at the time of disconnection.

President
20/11/2025

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 4172-2503-0493, having CD-2.00KW under LT-Domestic category, coming under ESO-Bandbahal & initial power supply effected on 11.09.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. Initial power supply date of Consumer is 11/09/2014 with meter sl. no. '1085875'.
2. Consumer was billed on actual basis from September-2014 to July-2019, although consumer had paid D/C fees on 25/10/2018 for disconnection of power supply to his premises.
3. The actual bill raised from 10/2018 to 07/2019 due to arbitrary reading done by meter reader, which is very unfortunate.
4. However, provisional bills were raised from Aug-Sept/2019 to July-2022 and then onwards bill stopped.
5. Again, actual bills were raised claiming Fix Charge only from September-2023 to May-2024 although supply had remained disconnected.
6. Power supply was resumed on 07/03/2025 with the same meter as installed on date of initial power supply. Then onwards actual bills continued with incremental reading to till date. The accumulated consumption of 201 units (FMR-1326 (-) IMR- 1125) recorded in meter no "1085875" are to be charged accordingly.
7. Consumer must pay monthly fix charge for the bill stop period due to supply disconnected period, as supply is deemed to be continued on consumer request.

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 by recasting the energy bills charged to the complainant consumer from Oct-Nov/2018 taking IMR as '1125' KWh to February-2025 taking FMR as '1326' KWh as recorded in meter no "1085875, 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 raise the monthly fix charge for the bill stopped period due to supply disconnection, as supply is deemed to be continued on consumer request.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017

3. *The Complainant Consumer needs to clear the electricity dues on receipt of revised EC bills. For suitable instalment, the consumer may approach the appropriate authority of Discom.*
4. *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.*
5. *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.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. Dillip Panigrahi, At-Basupali, Po-Dolgaon, 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/454/2025)

