



## 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: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)

Ref: GRF/Burla/Div/SED/ (Final Order)/ 13347

Date: 28/03/2025

**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),

1	Case No.	BRL/106/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		The President Dadhibhaban Pani Panchayat C/o- Krupa Sagar Dip At/Po-Goshala Dist- Sambalpur		4110-0106-0378	
3	Respondent/s	EE(Electrical), SED,TPWODL			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	10.03.2025			
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	10.03.2025			
9	Date of Order	28/03/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Gosala, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** The President, Dadhibhaban Pani Panchayat  
Represented by Krupa Sagar Dip

**For the Respondent -** EE(Elect.), SED, TPWODL, Sambalpur.

**GRF Case No- BRL/106/2025**

(1) The President, Dadhibhaban Pani Panchayat  
C/o- Krupa Sagar Dip  
At/Po-Goshala  
Dist- Sambalpur  
Consumer No.- 4110-0106-0378

**COMPLAINANT**

**VRS**

(1) EE(Elect.), SED, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of The President, Dadhibhaban Pani Panchayat bearing Consumer No **4110-0106-0378** represented by Krupa Sagar Dip under SED, TPWODL, Sambalpur has stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-Irrigation and Pumping Agriculture consumer having CD 30kw with initial date of p/s 13.02.2017 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties, it is observed that:-

1. PL bills were served for the period from Feb'2017 to Nov'2021 in different units 1620/3240/11160 etc per month with meter sl. no. WDT00015, Reading="0".
2. In the billing month Dec'2021, Actual bill has been generated with reading of 306184kwh with the same meter sl. no. WDT00015 with EC bills of Rs 4,80,904/- and ED of Rs 9612.10/-.  
With a credit of Rs (-) 848556 EC, (-) 16971.12(ED) so net bill is (-) 375210.22  
Arrear in Dec'2021 was Rs 824081.97/-  
Arrear in Jan'2022 was Rs 448871.25
3. Again PL was generated from Jan'2022 to Jan'2023 in the same meter sl. no. WDT00015
4. In the month of Feb'2023 bill reading of 414479kwh was recorded so, 108295kwh units have been billed taking IMR as 306184 in Dec'2021 and FMR as 414479 in Feb'2023.  
So, Rs 162442.50(EC) for 108295 units + Rs 3248.85(ED) and Rs 310213.50(EC) + Rs 6204.27 has been adjusted as provisional bill adjustment totalling net bill of (-) 150466 thereby reducing the arrear from Rs 743551.87 to Rs 563085.45.
5. Hence, it is seen that on both occasions the bill adjustment has been done and the bill is found ok upto Mar'2023 of Rs 563085.45.
6. In Dec'2023, a meter with sl. no. TWSD18011589 has been installed and actual bill has been generated from Dec'2023 to Feb'2025.



So, the bill is correct with arrear of Rs 651654.22 upto Feb'2025. The consumer request installment facility which may be allowed as per rule.

### **ORDER**

*After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows:*

1. *The Opposite Party is directed to allow suitable installment facility to the complainant as per rule.*
2. *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 adjustments for the payments made by the complainant.*
3. *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.*
4. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

*Accordingly, the case is disposed of.*

  
**(B. Mahapatra)**

*(Co-Opted Member)*

*Co-opted Member*

*Grievance Redressal Forum  
TPWODL, Burla - 768017*

  
**(A.K. Satpathy)**

*President*

*Grievance Redressal Forum  
TPWODL, Burla - 768017*

- Copy to:** - (1) The President, Dadhibhaban Pani Panchayat, C/o- Krupa Sagar Dip, At/Po-Goshala, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.), Hirakud, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SED, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/106/2025)

