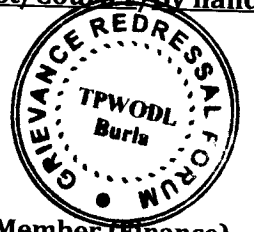


Grievance Redressal Forum

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)/ 135(4)

Date: 30.03.26

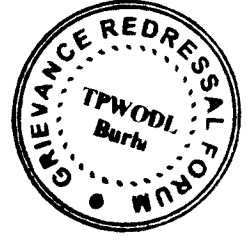
Present:Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)

1	Case No.	BRL/59/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		President Pani Panchayat C/O-Jayaram Kawar At-Bausenpali, Po-M.Katapali, Dist-Jharsuguda-768226		4170-0106-0610	7818020366
3	Respondent/s	S.D.O (Elect), Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	11.02.2026			
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	11.02.2026			
9	Date of Order	30.03.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Panchgaon



Appeared

For the Complainant- President Pani Panchayat
Represented by Jayaram Kawar

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

GRF Case No- BRL/59/2026

President Pani Panchayat
C/O- Jayaram Kawar
At-Bausenpali, Po-M.Katapali,
Dist-Jharsuguda
Consumer No-4170-0106-0610

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Jayaram Kawar on behalf of President Pani Panchayat appeared in the hearing on Dt. 11.02.2026 at the camp held at ESO Office, Panchgaon. The complainant submitted during course of hearing in brief as follows:

1. To credit back the amount in consumer account, paid in other/wrong account viz.
2. Rs.17900/- wrongly deposited to another A/c-417001060320.
3. Rs.14000/- wrongly deposited to another A/c-417001060321.
4. Rs7000/- wrongly deposited to another A/c-417001060321.
5. The consumers of other A/cs mentioned supra jointly submitted a copy of letter with no objection to adjust the above payments wrongly made to their A/cs separately, which were not deposited by them.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit a Physical Verification Report carried out on 12.02.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply in the name of President Pani Panchayat is a LT-Irrigation & Pumping Category of TPWODL bearing con no 4170-0106-0610.
2. The date of power supply given to consumer is 13.06.2019.
3. As per consumer complain, he has wrongly deposited 3 Nos (Three) of bill payments in wrong consumer account number as per details below
 - Paid Rs.17900.00, Dt.07.10.2021 wrongly posted to Cons No-4170-0106-0320
 - Paid Rs.14000.00, Dt.06.08.2022 wrongly posted to Cons No-4170-0106-0321
 - Paid Rs.7000.00, Dt.27.07.2023 wrongly posted to Cons No-4170-0106-0321.
4. It is verified & found that the consumer's complaint is genuine as per PVR submitted by the ESO & AOC, Panchgaon.
5. The opposite party has requested that, the above mis-posted amount may kindly be credited to the complainant consumer number.

**Grievance Redressal Forum
TPWODL, Burla - 768017**

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 4170-0106-0610, having CD-12.50 HP under LT-Irrigation Pumping and Agriculture category, coming under ESO-Panchgaon & initial power supply effected on 13.06.2019. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

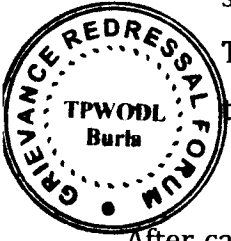
1. The date of initial power supply is 13/06/2019.
2. Consumer is claiming to have paid Rs17900/- on date 07/10/2021 wrongly in account no 4170-0106-0320, Rs14000/- on date 07/08/2022 and Rs7000/- on date 27/07/2023 wrongly in account no 4170-0106-0321.
3. Both the account no. i.e. 4170-0106-0320 and 4170-0106-0321 are presently laying disconnected as per data base (FG).
4. Although consumer is claiming to have paid 17900/-, 14000/- & 7000/- in other account than his own account, but couldn't be able to produce the original copy of money receipt, which is supposed to be with him. He could only be able to submit a request letter from the owner of the other LI account number, relinquishing the claim over the same amount.
5. In request letter, owner of the account number (4170-0106-0320 and 4170-0106-0321) stated that both points are laying defunct since long without mentioning the date/period.

The date and cause of defunct of LI points as mentioned above, to be ascertained from the concerned department.

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 complaint is directed to submit an affidavit along with self-attested photocopy of money receipt of which the consumer is claiming to have paid in other account wrongly than his own account, stating that the amount is paid for his own consumption. The complaint has also to submit an affidavit that he will pay the amount if his claim found to be false and the discom will not sustain any financial loss for such claim in future and not to extend power supply or irrigation facility to the beneficiary of other nearby LI points.*
2. *The complaint is directed to submit an affidavit of owners of other LI points, relinquishing the claim over the amount, which is claimed by complaint to have been paid by him.*



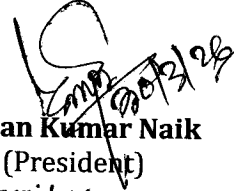
3. The Opposite Party is directed debit/credit the amount in proper account after obtaining the affidavits, proper documents & further document verification there off.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this 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.

In terms of the above, the petition is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of April-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. President Pani Panchayat , At-Bausenpali, Po-M.Katapali, 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/59/2026)

