



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

Ref: GRF/Burla/Div/BNED/ (Final Order)/16<sup>th</sup>

Date: 30.01.2025

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

1	Case No.	BRL/925/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mahima Pani Panchayat C/o-Basudev Padhan At/Po-Jambarna, Baghamunda Dist-Jharsuguda-768239.		4170-0106-0434	8018570210
3	Respondent/s	EE(Electrical), BNED, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	23.12.2024			
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	23.12.2024			
9	Date of Order	30.01.2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Place of Camp:** ESO Office, Belpahar, Lakhanpur PSS, TPWODL

**Appeared**

**For the Complainant-** Mahima Pani Panchayat  
Represented by Kandarpa Padhan

**For the Respondent -** EE(Elect.) BNED, TPWODL, Brajrajnagar.



**GRF Case No- BRL/925/2024**

(1) Mahima Pani Panchayat  
C/o-Basudev Padhan  
At/Po-Jamberna, Baghamunda  
Dist-Jharsuguda-768239  
Consumer No.- 4170-0106-0434

**COMPLAINANT**

**VRS**

(1) EE(Elect.) BNED, TPWODL, Brajrajnagar

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Mahima Pani Panchayat bearing Consumer No **4170-0106-0434** represented by Kandarpa Padhan under BNED, TPWODL, Brajrajnagar has stated about billing dispute- In Aug'2024 an arrear amount of Rs 31,000/- was in bill which was increased to Rs 79,259.04/- in Sep'2024.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted photograph of the meter (not visible clearly) and PVR dtd. 02.01.2025 in this case.

**OBSERVATION AND ORDER**

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 Pumping and Agriculture consumer having CD 15 HP with initial date of p/s 01.10.2024 with meter sl. no with MF "1" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. It is observed that:-

1. From Apr'2018 to Apr'2022 there is Prov./Avg. bill @535 units/month due to defective meter.
2. From May'2022 to Aug'2023 there is average billing @ 1249/1209/1007/1049/1128 etc. due to defective meter.
3. Meter changed on Sep'2023 i.e on 27.09.2023 with meter sl. no.10046658.
4. The opposite party has revised the bill for defective meter period only for 02yrs @3108 units/month (six monthly actual average consumption), For the period from Sep'2021 to Aug'2023 and debited an amount of Rs 76,190/- during Sep'2024 as per clause no.155 of OERC Distribution (Conditions of Supply) Code,2019 . So, bill is correct and there is no scope for bill revision.

*Hence, the instant case petition is hereby dismissed.*

*Accordingly, the case is disposed of.*

**(B. Mahapatra)**

**(Co-Opted Member)**  
*Co-opted Member*

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

**(A.K. Satpathy)**

**President**

*President*

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

- Copy to: -** (1) Mahima Pani Panchayat, C/o-Basudev Padhan,At/Po-Jamberna,Baghamunda, Dist-Jharsuguda-768239.  
(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, Brajrajnagar.  
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, 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) or Odisha Electricity Regulatory Commission ,At-Plot No.04, Chunokoli, Sailashree Vihar,Bhubaneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".



  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017