

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 76 (4)

Date: 28/02/2025

**Present:**Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/31/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		The President Bagbira-IV, Panipanchayat C/O-Himanshu Naik Chipilima Sambalpur-768025		4110-0106-0351	6371262450																																
3	Respondent/s	E.E(Elec),SED,Sambalpur			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	18.01.2025																																			
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 &amp; 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 &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; 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	18.01.2025																																			
9	Date of Order	28/02/2025																																			
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, Gosala, TPWODL

**Appeared**

**For the Complainant-** The President Bagbira-IV, Panipanchayat  
Represented by Himanshu Naik

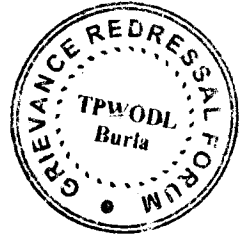
**For the Respondent -** E.E(Elec), SED, Sambalpur, TPWODL.

**GRF Case No- BRL/31/2025**

The President Bagbira-IV, Panipanchayat  
C/O- Himanshu Naik  
Chipilima  
Sambalpur  
Consumer No.- 4110-0106-0351

**VRS**

E.E(Elec), SED, Sambalpur, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Himanshu Naik on behalf of The President Bagbira-IV, Panipanchayat appeared on Dt. 18.01.2025 at the camp held at ESO Office, Gosala and submitted a written complaint wherein he has raised objection about false bills raised after the transformer attached to the lift irrigation point has burnt down during March-2023. The averred that average monthly bills are being charged since March-2023 onwards which was resulted in accumulation of huge arrear as on date. Hence, the complainant prayed before the Forum to release a new transformer for agriculture cropping purposes and withdraw the energy bill charged from March-2023 till restoration of power supply.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party could not submit any relevant documents except billing abstract from Oct-2007 to Dec-2024 in this case, after giving sufficient reasonable time to furnish.

**OBSERVATION**

The case is perused 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 4110-0106-0351, having CD-11.5KW under LT-IPA category, coming under ESO-Gosala & initial power supply effected on 18.02.2007. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The ledger abstract from FG data base (licensee soft records) revealed that actual bills were raised up to June-2008 and thereafter continuous provisional bills were charged from July-2008 to June-2010 @331 units, from July-2010 to Nov-2017 @ 33 units, from Dec-2017 to April-2022 @4274 units and from May-2022 to Oct-2023 on variable monthly units respectively.
2. It was observed that a new meter bearing SI No-"20059968" was installed against the LI point on 06.12.2023 and reflected in billing in Nov-2023. Actual bills was charged in Nov-2023 with '621' units although no bill units were advanced in the above mentioned meter.
3. As per the petition filled by the complainant it was pointed out that it waws from Nov-2023 till last billing (Dec-2024) wherein only monthly fixed charges @Rs.130/- per month were raised in the bill.
4. The ledger abstract revealed that the closing arrear outstanding as on Oct-203 and Dec-2024 billing were Rs.318026.79/- and Rs.320826.36/- respectively.

5. The FG data base (Licensee soft records) indicated that Rs.72609.42/- was credited back (deducted from consumer's account) against the complainants account indicating with remark as high units reversed. Consequently, the above amount was adjusted in March-2023 billing.
6. That, the matter of transformer breaks down occurred as claimed by the complainant, the opposite party was asked to submit the transformer break down report along with other supplementary records to substantiate the case. The opposite party failed to submit the relevant documents after giving sufficient reasonable time to furnish. Hence, in the absence of requisite reports, the Forum could not ascertain the exact date of burnt of transformer and is at constraint to pass necessary orders.
7. That, since the complainant is an agricultural consumer having other beneficiaries attached to this cluster point, a transformer is to be proactively installed without further delay on payment of requisite dues as demanded by the opposite party against the arrear outstanding and restore the power supply and initiate the process of billing on actual basis.
8. The opposite party is required to ascertain the transformer breakdown period and revise the previous bills accordingly. The opposite party is at the discretion to allow suitable instalments for restoration of supply of the same as approached by the complainant, considering interest of the agriculture & beneficiaries attached to the point.

Therefore, in the absence of necessary requisite documents from either of the parties, the Forum is at constraint to pronounce the order.

Hence the instant case petition is hereby dropped.

The complainant is at liberty to approach this Forum afresh with necessary relevant documents if the complainant is not satisfied with the action/inaction of the opposite party.



**B. Mahapatra**  
(Co-Opted Member)

**Grievance Redressal Forum**  
TPWODL, Burla - 768017  
Copy to:-



**(S. Tripathy)**  
Member (Finance)

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



**A.K. Satapathy**  
(President)

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

1. The President Bagbira-IV, Panipanchayat, Chipilima, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Hirakud, TPWODL, Sambalpur 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 either by this order or 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-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/31/2025)

