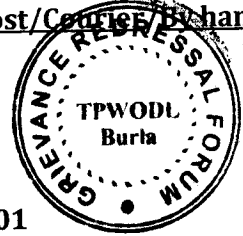


**Grievance Redressal Forum
TPWODL, BURLA**

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

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

**Bench: Ranjan Kumar Naik, President, S.K.Dora (Co-opted Member) and S.Tripathy, Member
(Finance)**



Ref: GRF/Burla/Div/BNED/ (Final Order)/480(4)

Date: 31/10/25

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri Sovan Tripathy Member(Finance)**

1	Case No.	BRL/368/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		President Pani Panchayat C/o- Nanda Kishor Sahu At/Po-Gudiali, Lakhanpur, Bandhabahal, Belpahar Dist-Jharsuguda-768225	4170-0106-0612	99372191302	
3	Respondent/s	EE (Elect) Brajrajnagar, TPWODL,		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	13.09.2025			
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	13.09.2025			
9	Date of Order	31.10.25			
10	Order in favour of	Complainant	Respondent	Others ✓	
11	Details of Compensation awarded, if any.	NIL			

[Signature]
31/10/25
President

Place of Camp: SDO Office, Belpahar, TPWODL

Appeared

For the Complainant- President Pani Panchayat

Represented by Nanda Kishor Sahu

For the Respondent - EE(Electrical) Brajrajnagar, TPWODL



GRF Case No- BRL/368/2025

President Pani Panchayat

Represented by Nanda Kishor Sahu

At/Po-Gudiali, Lakhanpur,

Bandhabahal, Belpahar

Dist-Jharsuguda-768225

Consumer No-4170-0106-0612

VRS

EE(Electrical) Brajrajnagar, TPWODL,

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

President Pani Panchayat (represented by Nandakishore Sahu) appeared in the GRF Camp held at SDO Office, Belpahar on Dt. 13.09.2025. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant has complained regarding EC bills raised during non-operational period of LI point from June-2019 to December-2021.
- 2) The complainant stated that they are unable to pay EC raised during the above-mentioned period.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted Physical Verification Report and written version on 31.10.2025 in this case.

Remarks given in Physical Verification Report(31.10.2025) as mentioned below:-

"During site verification supply found live and CMR "120195"Kwh as per consumer complaint there is power supply from Jun'2019 to Dec'2021, but there is no disconnection made this point."

Remarks given in Written statement (31.10.2025) as mentioned below:-

1. The date of power supply to the consumer is 04.06.2019.
2. As per consumer complain the borewell was not used from Jun'2019 to Dec'2021. The power was given on Jun'2019 and disconnection was not made during that period. As per PVR report this was also mentioned. So, there is no justification of this claim.
3. The 2nd meter was installed on 08.02.2022 and as per FG old Kwh at the time of meter change was 7193.4Kwh.
4. There was a bill revision made from Jun'2019 to Feb'2022 for 33 month and for a total reading of 12650 unit for an amount of Rs 26439.52 @ 383.33 unit p.m.

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 4170-0106-0612, having CD-15.00HP under LT-Irrigation Pumping and

Agriculture, coming under ESO-Bandhabahal & initial power supply effected on 04.06.2019. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

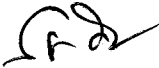
- 1) Date of initial power supply was extended to 04/06/2019. Consumer was billed provisionally from June-2019 to January-2022 without any reading although a meter having Sl. No. "WVT01705" was installed against the consumer number from the date of initial power supply.
- 2) Subsequently, a meter having Sl. No. "TPU28904" was replaced during 08/02/2022 against the old meter having Sl. No. "WVT01705", in which recorded final reading was "7193" on the date of replacement.
- 3) Then onwards actual bills were served to the consumer as per recorded consumption in the meter taking care of adjustment of provisional bills there into till date.
- 4) As per complaint made by the complainant regarding non usage of supply from June-2019 to Dec-2021, the Opposite Party clarified/certified on record that the power supply was extended in June-2019 & no disconnection was made during that period.
- 5) A bill revision was done for the period June-2019 to February-2022 with a credit sundry of Rs 26,979/- on date 28/04/2022. Subsequently consumer had paid Rs 25,000/- on dt. 17/07/2022 out of the balance amount, arrived out of the revision made thereof.

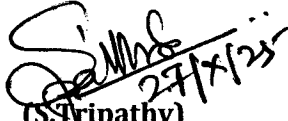
ORDER

After careful consideration of hearing and documents, statements available on records, the Forum construed that the Opposite Party has acted upon the grievances & already revised the bills for the period from June-2019 to February-2022, for which the complainant had earlier sought relief for. So, there is no further scope for revision/withdrawal of EC bills.

So, the instant case petition is dropped.

Accordingly, the case is disposed of.


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


(S.Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to: -

1. President Pani Panchayat, C/o-Nanda Kishor Sahu, At/Po-Gudiali, Lakhanpur, Bandhabahal Belpahar, Dist-Jharsuguda-768225.
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 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/368/2025)