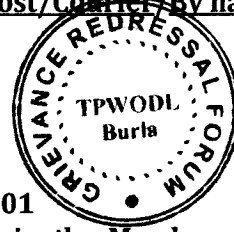


Grievance Redressal Forum

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)/ 482(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/369/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		President Pani Panchayat C/o- Mrutunjaya Pruseth At/Po-Gudiali, Lakhanpur, Bandhabahal, Belpahar Dist-Jharsuguda-768225		4170-0106-0644	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			

Place of Camp: SDO Office, Belpahar, TPWODL

Appeared

For the Complainant- President Pani Panchayat

Represented by Mrutunjaya Pruseth

For the Respondent - EE(Electrical) Brajrajnagar, TPWODL



GRF Case No- BRL/369/2025

President Pani Panchayat

Represented by Mrutunjaya Pruseth

At/Po-Gudiali, Lakhampur,

Bandhabahal, Belpahar

Dist-Jharsuguda-768225

Consumer No-4170-0106-0644

VRS

EE(Electrical) Brajrajnagar, TPWODL,

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

President Pani Panchayat (represented by Mrutunjaya Pruseth) 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 November-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 we found CMR=8869, Meter no."TWSC10068321". As per consumer complaint there is no power supply from Jun'2019 to Dec'2021, but there is no disconnection made this point."

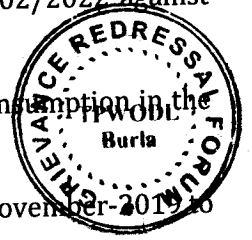
Remarks given in Written statement (31.10.2025) as mentioned below:-

1. The date of power supply to the consumer is 29.11.2019.
2. As per consumer complain the borewell was not used from Oct'2019 to Dec'2021. The power was given on Oct'2019 and disconnection was not made during that period. As per PVR report this, was also mentioned.
3. The 2nd meter was installed on 08.02.2022 and as per FG old Kwh at the time of meter change was 0 Kwh.
4. There was a bill revision made from May'2022 for an amount of Rs 15656.49 by taking consumption of 1007 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 4170-0106-0644, having CD - 15.00 HP in LT-Irrigation category, coming under ESO - Belpahar. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) Date of initial power supply is 29/10/2019. Consumer was billed provisionally from November-2019 to January-2022 without any reading although a meter having Sl. No. "2971527" was installed against the consumer number from the date of initial power supply.
- 2) Subsequently a meter having Sl. No. "TPU28903" was replaced during 08/02/2022 against the old defective meter having Sl. No. "2971527".
- 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 claim made by the complainant regarding non usage of power from November-2019 to December-2021, the Opposite party has submitted through written statement that the power supply was given on October-2019 and disconnection was not made during that period.
- 5) The complainant has submitted a certificate from Asst. Executive Engineer, LI Sub-division, Jharsuguda regarding nonfunctional of LI point. Asst. Executive Engineer, LI Sub-division, Jharsuguda has issued the certificate of nonfunctional of LI point without mentioning proper reason thereof. So, the certificate cannot be relayed upon without any proper reason/justification.
- 6) Also, complainant could not be able to produce any documental evidence regarding approach to Opposite Party to get the power supply disconnected during the non-operational period such as any written request or payment made for DC/RC fees.

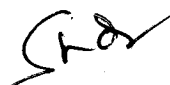


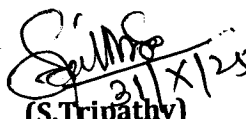
ORDER

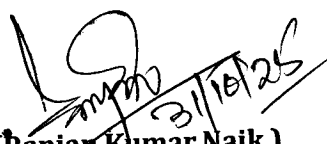
After careful consideration of hearing and documents, statements available on records, the Forum construed that there is beyond any scope for revision/withdrawal of previous energy bills charged during November-2019 to December-2021, in the absence of proper records justifying/substantiating the complaint petition filed.

So, the case is hereby dropped.

Accordingly, the case is disposed of.


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


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


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

Copy to :-

1. President Pani Panchayat, C/o-Mrutunjaya Pruseth, 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/369/2025)