



**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) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2132 (4)

Date: 30/10/24

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

1	Case No.	BRL/674/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		President Pani Panchayat C/o- Birabara Pradhan At-Surgipal, Po-Budhapal, Dist- Deogarh-768109.		4140-0106-0188	9438177443
3	Respondent/s	SDO(Electrical), Deogarh & EE(Elect.),DED,Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	13.09.2024			
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	13.09.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Budhapal, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** President Pani Panchayat  
Represented by Birabara Pradhan

**For the Respondent -** SDO(Elect.), Deogarh, TPWODL.

**GRF Case No- BRL/674/2024**

(1) President Pani Panchayat

C/o- Birabara Pradhan

At-Surgipal,

Po-Budhapal,

Dist- Deogarh.

Consumer No.- 4140-0106-0188

**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Deogarh, TPWODL  
& EE(Elect.)DED, Deogarh

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of President Pani Panchayat bearing Consumer No **4140-0106-0188** represented by Birabara Pradhan under DED, TPWODL, Deogarh stated about revise the bill and reconnect the p/s.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents in this case.

**OBSERVATION**

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-IPA consumer having CD 12kw with initial date of p/s 30.07.2019 without meter as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. This Forum has issued an interim order on the camp date 13.09.2024 to reconnect the p/s after taking Rs 13,500/- towards dues of electricity which was also paid by the complainant on that date as seen from FG & the power supply was also reconnected by opposite party in due course of time. The meter SL No WVT00809 was seen in billing since Sept 2020 where found that the old KWh was 4527 on 03.02.2023. The meter SL No 10030978 was in billing Sept 2024 which was installed on 03.02.2023 replaced through new smart meter. The bill revision has already been done for the period from Aug 2019 to Aug 2020 & withdrawn Rs.11805.48 by opposite party from the billing. The complainant has stated that the P/S was LD since one year which to be verified by opposite party.

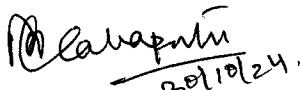
Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill from Sept 2020 to 03.02.2023 by taking the KWh reading of 4527.5 in meter SL No WVT00809 and for the period from 03.02.2023 to till date as per recorded consumption in new meter bearing SL No 10030978 except LD periods if found after verification by opposite party and the LD periods billing to be withdrawn.

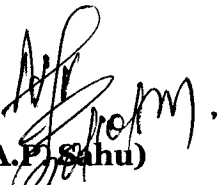
## ORDER

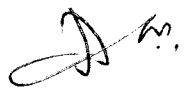
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill from Sept 2020 to 03.02.2023 by taking the KWh reading of 4527.5 in meter Sl No WVT00809 and for the period from 03.02.2023 to till date as per recorded consumption in new meter bearing SL No 10030978 except LD periods if found after verification by opposite party and the LD periods billing to be withdrawn.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act, 2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.

  
(B. Mahapatra)  
(Co-Opted Member)  
**Co-opted Member**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A. P. Sahu)  
Member (Finance)  
**Member**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A. K. Satpathy)  
President  
**President**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) President Pani Panchayat, C/o- Birabara Pradhan, At-Surgipal, Po-Budhapal, Dist- Deogarh.  
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.  
(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) 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".