

**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)/ 2318 (4)

Date: 31/12/24

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

1	Case No.	BRL/830/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chairman Panipanchayat, Dandasingha-No.1 At/Po-Dandasingha, Ps-Barkote, Dist- Deogarh-768110.		4140-0106-0078	9178112171
3	Respondent/s	EE(Electrical),DED, Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	21.11.2024			
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	21.11.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



**Appeared**

**For the Complainant-** Chairman Pani Panchayat, Dandasingha-No.1

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

**GRF Case No- BRL/830/2024**

**(1) Chairman Pani Panchayat, Dandasingha-No.1**

**COMPLAINANT**

At/Po-Dandasingha,

Ps-Barkote,

Dist- Deogarh-768110.

Consumer No.- 4140-0106-0078

**VRS**

**(1) EE(Elect.), Deogarh, TPWODL**

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Chairman Pani Panchayat, Dandasingha-No.1 bearing Consumer No **4140-0106-0078** represented by Hrusikesh Pradhan under DED, TPWODL, Deogarh has stated about the p/s was disconnected and the meter was not working properly as well as reconnected 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 submitted ledger copy for the period from Mar'2006 to Oct'2024 in this case and not submitted the w/s.

**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 10HP with initial date of p/s 14.02.2006 with meter sl. no."19818" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. The meter SL No WSC15181A was in existence up to Dec-2022 with giving actual reading up to billing month Jun-2016. The meter SL NO 10030721 was installed in Jan-2023. Although the complainant has failed to obey the direction given in Interim Order Dt.17.07.2024 and not deposited any amount put of outstanding but on this ground the bill revision cannot be avoided.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill as per the below mentioned instructions: -

- A. From June-2009 to Oct-2009 by recasting the reading taking IMR-36220 (May-2009) & FMR-37820 (Oct-2009) with reference to consumption recorded in meter SI No WSC15181A.
  - B. From April-2010 to June-2016 by recasting the reading taking IMR-43325 (March-2010) & FMR-74408 (June-2016) with reference to consumption recorded in meter SI No WSC15181A.
  - C. From July-2016 to Dec-2022 by taking monthly average from actual consumption made in subsequent six months with reference to consumption recorded in meter SI No 10030721.
- with it daily/monthly Actual Average consumption thereof with the adjustment of previous bill revisions if any as per law


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

## 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 in the bill as per instruction given below:-
  - A. From June-2009 to Oct-2009 by recasting the reading taking IMR-36220 (May-2009) & FMR-37820 (Oct-2009) with reference to consumption recorded in meter SI No WSC15181A.
  - B. From April-2010 to June-2016 by recasting the reading taking IMR-43325 (March-2010) & FMR-74408 (June-2016) with reference to consumption recorded in meter SI No WSC15181A.
  - C. From July-2016 to Dec-2022 by taking monthly average from actual consumption made in subsequent six months with reference to consumption recorded in meter SI No 10030721.with it daily/monthly Actual Average consumption thereof with the adjustment of previous bill revisions if any as per law
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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.

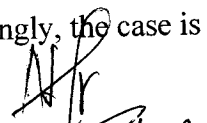
Accordingly, the case is disposed of.

  
(B. Mahapatra)

(Co-Opted Member)  
Co-opted Member

Grievance Redressal Forum

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(A.P. Sahu)  
Member (Finance)  
Member

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Chairman Pani Panchayat, Dandasingha-No.1, At/Po-Dandasingha, Ps-Barkote, Dist- Deogarh-768110.

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.

  
(A.K. Satpathy)

President  
President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Chairman Pani Panchayat, Dandasingha-No.1, At/Po-Dandasingha, Ps-Barkote, Dist- Deogarh-768110.

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.orerc.org](http://www.orerc.org) under the "head "Cases->"GRF".