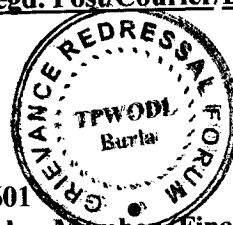


**Grievance Redressal Forum  
TPWODL, BURLA**

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/ (FinalOrder)/ 2322 (4)

Date: 31/12/24

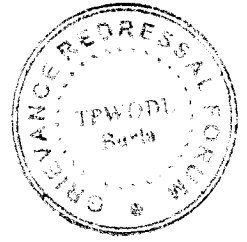
**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/832/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chairman Panipanchayat C/o-Sagar Ranjan Tripathy At-Singsal, Ambogaoan, Po-Barkote, Dist- Deogarh-768110.		4140-0106-0031	7683897352
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 Panipanchayat  
Represented by Rabi Charan Jena  
**For the Respondent -** EE(Elect.), DED, TPWODL.



**GRF Case No- BRL/832/2024**

**COMPLAINANT**

(1) Chairman Panipanchayat  
At-Singsal, Ambogaoan,  
Po-Barkote,  
Dist- Deogarh-768110.  
Consumer No.- 4140-0106-0031

**VRS**

**OPPOSITE PARTY**

(1) SDO(Elect.), Deogarh, TPWODL

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Chairman Pani Panchayat bearing Consumer No **4140-0106-0031** represented by Rabi Narayan Jena 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 May'2001 to Mar'2021 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 15HP with initial date of p/s 01.05.2001 without meter as seen from the FG ledger/data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. After going through the hearing of both parties, this Forum has issued an Interim Order on 17.12.2024 giving direction to restore the p/s after taking payment and the opposite party has committed to do so. As the earlier bills were not raised in accordance to meter reading or not so clear hence required bill revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from the date of power supply up to date after installation of new meter considering consumption of subsequent six consecutive months with it daily/monthly Actual Average consumption thereof with the adjustment of previous bill revisions if any as per law

**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 the date of power supply up to date after installation of new meter considering consumption of subsequent six consecutive months with it daily/monthly Actual Average consumption thereof with the adjustment of previous bill revisions if any as per law

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 seven 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. Satia)

Member (Finance)  
*Member*  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

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

**Copy to:** - (1) Chairman Panipanchayat, At-Singsal, Ambogaoan, Po-Barkote,  
Dist- Deogarh-738110.

(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:Bhoanagar, 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".