

**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/BNED/ (Final Order)/ 1523 (4)

Date: 29/02/2024

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

	Case No.	BRL/143/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		President Pani Panchayat C/o-Sri Trilochan Padhan At/Po- Kadamghat,Kapilapur, Dist- Jharsuguda-768226.	4170-0106-0540		
3	Respondent/s	EE(Electrical), BNED, TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	17.02.2024			
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	17.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Appeared**

**For the Complainant-** President Pani Panchayat  
Represented by Sri Trilochan Padhan

**For the Respondent -** EE(Elect.), Belpahar, TPWODL, Brajrajnagar.

**GRF Case No- BRL/143/2024**

(1) President Pani Panchayat  
C/o-Sri Trilochan Padhan  
At/Po- Kadamghat, Kapilapur,  
Dist- Jharsuguda-768226.  
Consumer No.- 4170-0106-0540

**COMPLAINANT**

**VRS**

(1) EE(Elect.), Belpahar, TPWODL, Brajrajnagar.

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name of President Pani Panchayat bearing Consumer No **4170-0106-0540** represented by Sri Trilochan Padhan under BNED, TPWODL, Brajrajnagar stated about billing dispute.

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 except ledger copy for the period from Sep'2021 to Jan'2024 in this case.

**OBSERVATION**

The case is pursued with all documents available in record 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 power supply 22.02.2018 as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. The meter sl. no."10046993" was installed on 07.09.2023 and kwh reading of "156938" on 22.03.2022 (Feb'2022) with reference to consumption recorded in meter sl. no."WP000997". PL/Avg. bills were served for the period from Mar'2022 to Sep'2023(23.03.2022 to 21.09.2023) where it is seen that LD period from May'2022 to Dec'2022. The reading of "156938" kwh in meter sl. no." WP000997" to be proved and accordingly the bill to be consider for settlement. The procedures to be adopted for confirmation of the meter reading upto the month of Feb'2022 are given below:-

- i. Show the meter reading sheet with due signature of the complainant/representative of the complainant.
- ii. Or show the photograph of meter and reading thereon with the efficiency certificate
- iii. Or otherwise test the meter in TPWODL Laboratory and obtained the report

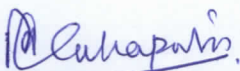
Further, bill revision to be done for the period from 23.03.2022 to 06.09.2023 basing on the consumption recorded in meter sl. no." 10046993" with reference to Reg.155 taking consumption of 06 months with its daily/monthly actual average consumption and if found the old meter defective as per testing and reporting thereon the bill revision to be done as per law accordingly.

## ORDER

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

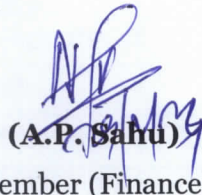
1. The Opposite Party is directed to revise the bill of the consumer for the period from 23.03.2022 to 06.09.2023 basing on the consumption recorded in meter sl. no." 10046993" with reference to Reg.155 taking consumption of 06 months with its daily/monthly actual average consumption and if found the old meter defective as per testing and reporting thereon the bill revision to be done as per law accordingly or otherwise the reading so billed will be correct upto Feb'2022 and no revision to be done further with consideration of points in (i) to (iii) of observation.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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)



**(A.P. Sahu)**

Member (Finance)



**(A.K.Satpathy)**

President

**Copy to: - (1)** President Pani Panchayat, C/o-Sri Trilochan Padhan,At/Po- Kadamghat, Kapilapur,Dist- Jharsuguda-768226.

**(2)** Sub-Divisional Officer (Elect.), Belpahar,TPWODL, Brajrajnagar 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 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.orienc.org](http://www.orienc.org) under the "head "Cases-> "GRF".