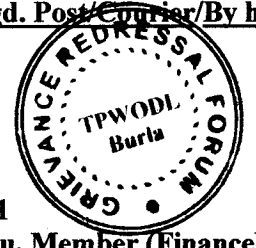


**Grievance Redressal Forum  
TPWODL, BURLA**

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/SEED/ (Final Order)/ 1845 (4)

Date: 31/07/24

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

1	Case No.	BRL/435/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Saraswati Sishu Vidya Mandir (Abasik) C/O-Bulu Suna At-Fatabahal Po- Kabrapali Dist- Sambalpur-768112.		4160-0112-0139	8944808811
3	Respondent/s	SDO(Electrical),Dhanupali, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	07.06.2024			
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	07.06.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Padiabahal, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Saraswati Sishu Vidya Mandir (Abasik)  
Represented by Bulu Suna



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

**GRF Case No- BRL/435/2024**

Saraswati Sishu Vidya Mandir (Abasik)  
C/O-Bulu Suna  
At-Fatabahal  
Po- Kabrapali,  
Dist- Sambalpur  
Consumer No.- 4160-0112-0139

**COMPLAINANT**

**VRS**

SDO(Elect.), Dhanupali, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

Bulu Suna on behalf of Saraswati Sishu Vidya Mandir (Abasik) has appeared on Dt. 07.06.2024 at the camp held at ESO Office, Padiabahal and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

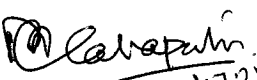
The Opposite Party has submitted billing abstract from Aug-2007 to May-2024, a PVR carried on 01.07.24 & also W/S in this case.

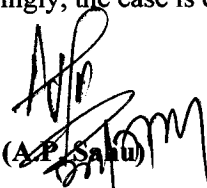
**OBSERVATION**


The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 13KW with date of initial power supply 24.07.2007 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute- complaint about billing of Rs.61348.00 which has been during March-2024 where the complainant could not understand the same & pray to revise/resolved the error in the bill. From the reading sheet & ledger it is observed that smart meter bearing SL No 10001411 is advancing correctly from Aug 2023 to June 2024 & bill has been served to the complainant correctly w.r.t actual meter reading. During the course of hearing this Forum ha discussed the billing details with the complainant & accordingly the complainant has convinced as there is no fault in billing. Further, the complainant has agreed clear the dues of TPWODL. As seen from FG data base as well as from the PVR & W/S of opposite party, an amount of Rs. 99303.28 & Rs.12436.28 paid by the complainant through NEFT on 18.06.2024 & 16.07.2024 respectively & clear the dues accordingly. There is no scope of bill revision as observed after due verification of records hence, no need of further order is required in this Case.

The case is hereby dismissed as bears no merit.

Accordingly, the case is disposed of.

  
(B. Mahapatra) 31.7.24  
(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. Saraswati Sishu Vidya Mandir (Abasik) C/O-Bulu Suna , At-Fatabahal, Po- Kabrapal, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Dhanupali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
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".