

Grievance Redressal Forum  
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1853 (4)

Date: 31/07/24

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/462/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narupa Maharana C/O-Abanti Maharana Jarabaga, Belpahar Dist-Jharsuguda		4172-2404-0008	7735061342
3	Respondent/s	S.D.O (E),Belpahar		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	10.07.2024			
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	10.07.2024			
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: SDO Office, Belpahar, TPWODL



Appeared

**For the Complainant-** Narupa Maharana  
Represented by Abanti Maharana

**For the Respondent -** SDO(Electrical),Belpahar, TPWODL.

GRF Case No- BRL/462/2024

Narupa Maharana  
C/O- Abanti Maharana  
Jarabaga, Belpahar  
Dist-Jharsuguda  
Con No-4172-2404-0008

**VRS**  
SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Abanti Maharana on behalf of Narupa Maharana has appeared on Dt. 10.07.2024 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein she has stated that "My electric connection was disconnected from Dec-2015 to March-2024 & there was arrear of Rs.131995.00 while disconnect the line. My line was reconnected on 04.04.2024 after payment of 64000.00 & I have paid Rs.90000.00 as on hearing date but my bill was not yet revise hence, she has requested to revise/rectify the bill & adjust it in billing".

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2001 to Aug-2021, a PVR carried on 11.06.2024 but no written statement has file 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-DOM consumer having CD 1KW. The case is registered in this Forum but it is a first-time case & accordingly the opposite party has <sup>been</sup> given direction during course of hearing to revise the bill & also interpret the revision to them & also helped for their calculation & found approximately Rs.38030.00 may be withdrawn subject to further proper verification by SDO & DM (F&C) with recertified by DDO concern of the Division. Although the hearing has been conducted on 10.07.2024 but the same was pending for approval & effect in billing. In this regard Jr. Account of Belpahar Sub division as well as DDO of BNED, Brajarajnagar has been taken into confidence & discussed the matter & they have convinced with the commandment to do the needful.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill & try to give effect the withdrawal amount in billing/ledger as quick as possible so that relieve can be given to the complainant for resolving of the grievance of the complainant.

The case is here by dropped with direction as mentioned above.

Accordingly, the case is disposed of.

**B. Mahapatra)**  
(Co-Opted Member)  
**Co-opted Member**

**Grievance Redressal Forum**

Final Order (G.R.E. Case No. BRL/462/2024)

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

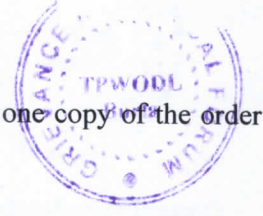
**Grievance Redressal Forum**  
TPWODL, Burla - 768017

**A.K. Satapathy**  
(President)  
**President**

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

**Copy to: -**

1. Narupa Maharana, C/O- Abanti Maharana, Jarabaga, Belpahar, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajaraj Nagar
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". )