

**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.Satapathy, President and B.Mahapatra (Co-opted Member)**



Ref: GRF/Burla/Div/SED/ (Final Order)/ 14 (4)

Date: 30.01.2025

**Present:**

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

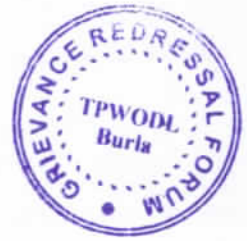
1	Case No.	BRL/1/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Suresh Pradhan Housing Board Colony, LIG/11-7/5, Modipada Sambalpur-768002		4116-2211-0335																																	
3	Respondent/s	S.D.O (E),Khetrajpur			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	08.01.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019 ✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard * of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</td> </tr> </table>				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																										
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8	Date(s) of Hearing	08.01.2025																																			
9	Date of Order	30.01.2025																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

President

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

**Place of Camp:** ESO Office, Badbazar

**Appeared**



**For the Complainant-** Suresh Pradhan

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

**GRF Case No- BRL/1/2025**

Suresh Pradhan  
Housing Board Colony, LIG/11-7/5, Modipada  
Sambalpur  
Consumer No.- 4116-2211-0335

**VRS**

SDO (Electrical), Khetrajpur, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Suresh Pradhan has appeared in the hearing on Dt. 08.01.2025 at the camp held at ESO Office, Badbazar and submitted a written complaint wherein he has stated about meter effect issue and has requested to properly test the meter again as he was not satisfied.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted photocopy of billing abstract from Nov-2021 to Dec-2024, a PVR carried out on Dt. 18.01.2025, written statement & photocopy of meter testing report along with receipt of meter testing fees 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 of 2KW with date of initial power supply on Dt.07.01.2016 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill.

1. Bill served from Jan 2016 to April 2016 Average basis with 111 units/month through meter SI No WCG04733.
2. Actual billing done in Actual basis vide meter SI No WCG04733. Reading on 07.01.2025 is 12683 KW.
3. Bill is OK and there is no scope of revision.
4. However, the consumer has deposited Rs.590.00 vide Mr No 44722214102402020003 Dt.14.10.24 towards meter testing fees. However, the office of SDO, Khetrajpur has put a series meter and found only 1 unit difference in 4 days of series testing but has not yet sent to Laboratory for testing.

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



## ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

As the complainant has already deposited the meter testing fees, the said meter SI No WCG04733 <sup>should</sup> may be tested at TPWODL Laboratory as per SI No 107 of OERC Regulation and the said meter SI No WCG04733 <sup>meanwhile</sup> has been tested <sup>already</sup> in TPWODL Laboratory on 22.01.2025 and found to be meter accuracy within the permissible limit. So, there is no merit in the case and hence the instance case petition is hereby dismissed. The consumer is advised to pay the arrear.

*Accordingly, the case is disposed of.*

  
(B. Mahapatra)

(Co-Opted Member)

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

  
A.K. Satapathy

(President)

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

- Copy to:
1. Suresh Pradhan, Housing Board Colony, LIG/11-7/5, Modipada, Dist- Sambalpur
  2. Sub-Divisional Officer (Elect.), Khetraipur, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
  3. Executive Engineer (Elect.), SED, 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". )

