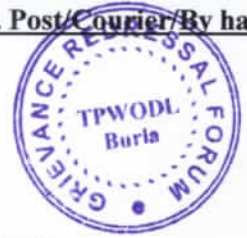


**Grievance Redressal Forum  
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/SEED/ (Final Order)/ **44(4)**

Date: **31/01/25**

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

1	Case No.	BRL/3/202 <b>5</b>			
2	Complainant/s	Name & Address Nishar Ahmad, C/O-Shantilata Dash Near NH-6, Sakhipara Dist- Sambalpur		Consumer No 4161-3305-0860	Contact No. 9556872954
3	Respondent/s	SDO (E), Bhutapada, TPWODL, Sambalpur			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	09.01.2025			
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	09.01.2025			
9	Date of Order	<b>31/01/25</b>			
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: SDO Office, Bhutapada, SEED, TPWODL



**Appeared**

**For the Complainant-** Nishar Ahmad, C/O-Shantilata Dash

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

**GRF Case No- BRL/3/2025**

Nishar Ahmad, C/O-Shantilata Dash  
Near NH-6, Sakhipara  
Dist-Sambalpur  
Consumer No-4161-3305-0860

**VRS**

SDO(Elect.), Bhutapada, TPWODL

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Nishar Ahmad, C/O-Shantilata Dash has appeared in the hearing on Dt. 09.01.2025 at the camp held at SDO Office, Bhutapada and submitted a written complaint wherein he has stated about billing dispute-revision of bill due to high arrear without mentioning any specified issue.

**SUBMISSION OF OPPOSITE PARTY**

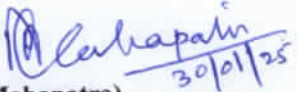
The opposite party has submitted consumer history from April-2018 to Nov-2024, a PVR carried out on 17.01.25 & written statement via email on 22.01.2025 in this case.


**OBSERVATION& ORDER**

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.08.06.2012 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The consumer has been billed with actual basis in which occasional PL bills have been adjusted.

The instance case petition is hereby dismissed as bears no merit.

Accordingly, the case is disposed of.

  
**B. Mahapatra)**  
(Co-Opted Member)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**  
**Copy to:-**

  
**A.K. Satapathy**  
(President)  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Nishar Ahmad, C/O-Shantilata Dash, Near NH-6, Sakhipara, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, 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".