

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 23<sup>49</sup>

Date: 30.01.2025

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

1	Case No.	BRL/921/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Saraswati Sisu Mandir C/o-Nityananda Benia(Acharya) At/Po-Lakhanpur Dist-Jharsuguda-768219.		4170-0108-0311	9348530556
3	Respondent/s	EE(Electrical), Brajrajnagar,TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	23.12.2024			
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	23.12.2024			
9	Date of Order	30.01.2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

Place of Camp: ESO Office, Belpahar, Lakhanpur PSS, TPWODL



appeared

**For the Complainant-** Saraswati Sisu Mandir  
Represented by Nityananda Benia(Acharya)  
**For the Respondent -** EE(Elect.) BNED, TPWODL, Brajrajnagar.

**GRF Case No- BRL/921/2024**

(1) Saraswati Sisu Mandir  
C/o- Nityananda Benia(Acharya)  
At/Po-Lakhanpur,  
Dist-Jharsuguda-768219  
Consumer No.- 4170-0108-0311

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Saraswati Sisu Mandir bearing Consumer No **4170-0108-0311** represented by Nityananda Benia(Acharya) under BNED, TPWODL, Brajrajnagar has stated about billing dispute-In Oct'2024 the bill was suddenly high.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted photograph of the meter and PVR dtd. 02.01.2025 in this case.

**OBSERVATION AND ORDER**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-SPP consumer having CD 2kw with initial date of p/s 09.07.2016 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. It is observed that:-

1. Billing from Jul'2016 to Feb'2020 – Actual and PL with the adjustment/revision of bill. So the billing is correct with meter sl. no.WUV11260.
2. For the period from Mar'2020 to Jul'2021 – PL bills with 81 units per month.
3. In Aug'2021 the meter reading is 6398. So, 6398-3615=2783 with billed for Rs 16441.32 with revision of bill for the period from Mar'2020 to Jul'2021 with withdrawal an amount of Rs 8108.10/-.
4. From Dec'2022 to Jun'2023- X code i.e p/s disconnected with only fixed charge billing.
5. The meter reading is 11499kwh in Nov'2024.
6. The meter reading is more than 11578 kwh on 02.01.2025 as per PVR submitted by opposite party bill is correct.

*Hence, there is no scope for bill revision so the instant case petition is hereby dismissed.*

*Accordingly, the case is disposed of.*

**(B.Mahapatra)**

(Co-Opted Member)  
*Co-opted Member*

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

**(A.K.Satpathy)**

President  
*President*

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




- Copy to: -** (1) Saraswati Sisu Mandir, C/o- Nityananda Benia(Acharya),At/Po-Lakhanpur, Dist-Jharsuguda-768219  
(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, 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) or Odisha Electricity Regulatory Commission ,At-Plot No.04, Chunokoli, Sailashree Vihar,Bhubaneswar-751021 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".



  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017