

**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)**



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 15 22

Date: 30.01.2025

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

1	Case No.	BRL/927/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Radheswari Bhoi At/Po-Birenbandha, Sunari, Dist-Jharsuguda-768234.	4172-1208-1406	8018343349	
3	Respondent/s	SDO(Electrical), Belpahar, 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			

President

Grievance Redressal Forum  
TPWODL, Burla - 768017

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

appeared

For the Complainant- Radheswari Bhoi

For the Respondent - SDO(Elect.) Belpahar, TPWODL, Brajrajnagar.



**GRF Case No- BRL/927/2024**

(1) Radheswari Bhoi  
At/Po-Birenbandha, Sunari,  
Dist-Jharsuguda-768234  
Consumer No.- 4172-1208-1406

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Radheswari Bhoi bearing Consumer No **4172-1208-1406** under BNED, TPWODL, Brajrajnagar has stated about billing dispute.

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**

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-DOM consumer having CD 2kw with initial date of p/s 25.02.1999 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. PL bills were served from Jun-Jul'2002 to Apr-May'2003 but these bills have been adjusted/ revised in Jul'2003 through meter sl. no.217586. From Jul'2003 to Sep-Oct'2011 bills are in actual reading is 8460 during Sep-Oct'2011 in meter sl. no.217586. From Nov-Dec'2011 to Oct'2020 bills PL/Avg.bills were served with 216 and other units. During Nov'2020 a meter was changed with meter sl. no.LW460265 and the meter is continuing till now. Hence, the Forum is in the opinion that there is no dispute in the bill and the bill is ok.

So, there is no scope of revision hence the instance case petition is hereby dismissed.

*Accordingly, the case is disposed of.*

  
(B.Mahapatra)

(Co-Opted Member)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K.Satpathy)

President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Radheswari Bhoi, At/Po-Birenbandha, Sunari, Dist-Jharsuguda-768234.  
(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:Bhoingar, 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.orerc.org](http://www.orerc.org) under the "head "Cases->"GRF".