

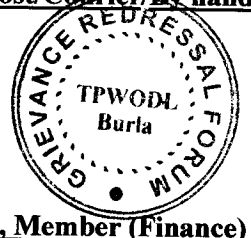
By Regd. Post/Courier/By hand

**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



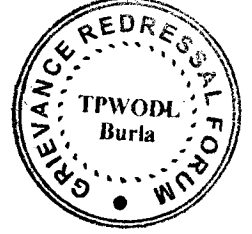
Ref: GRF/Burla/Div/JED/ (Final Order)/ 122 (4)

Date: 26.03.2025

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

1	Case No.	BRL/122/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nilamber Naik At-Majuridiha, Dist- Jharsuguda.		4135-2813-0297	
3	Respondent/s	SDO(Electrical)-II, JED,TPWODL			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	19.03.2025			
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	19.03.2025			
9	Date of Order	24.03.2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office Laikera, TPWODL, Jharsuguda.



Appeared

For the Complainant- Nilamber Naik

For the Respondent - SDO(Elect.)-II, JED, TPWODL, Jharsuguda.

GRF Case No- BRL/122/2025

(1) Nilamber Naik
At-Majuridiha,
Dist- Jharsuguda.
Consumer No.- 4135-2813-0297

COMPLAINANT

VRS

(1) SDO(Elect.)-II, JED, TPWODL, Jharsuguda


OPPOSITE PARTY


The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith and keeping the application in original for maintenance of records by this Forum and the opposite party is instructed to take up the matter to resolve the grievance at their level with the direction to submit the compliance to this Forum within one month.


Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.

The complainant is at liberty to approach the Forum with necessary supporting documents if the complainant is not satisfied with the action/inaction of the opposite party.


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


(Sovan Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to: - (1) Nilamber Naik, At-Majuridiha, Dist- Jharsuguda.

(2) Sub-Divisional Officer (Elect.)-II, JED, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.

(3) Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.

(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, 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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/122/2025)

GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.
E-mail: grf.burla@tpwesternodisha.com
GRIEVANCE REDRESSAL FORUM

Received

Complaint No. _____

No.....

Dt.....

TPWODL, Burla

Consumer No. 4/35 2813 0297

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.

Nr/amber Naik, At - Majuridih, Tharenguda.
Consumer No - 4/35 2813 0297
M. No -

- (2) The local office, designation and detailed address of the officer, against whose action/ inaction, the complaint is being filed.

ESO Laikela
SDO NO-11 Jsh.

- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

Disputed energy bill for the month of Jan-Feb-2016
was billed on abnormal reading basis. So
the said amount may be withdrawn.

- (4) Relief sought.

The disputed bill may be withdrawn.

- (5) Any interim relief sought, pending final decision.

- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum, any other Court or Forum if so, please give details.

- (7) Date of filing complaint in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: -

Date: -

* Please add additional sheets if necessary

Signature of the Applicant

GRIEVANCE REDRESSAL FORUM

(For Burla Electrical Circle)

Quarters No: SD-6/2, Sourav Vihar, Near NAC College

Burla, Sambalpur, Pin- 768017 Ph No.0663-2999601

Email: grf.burla@tpwesternodisha.com

(Constituted with Sri A.K.Satpathy, President, Sri B.P.Mahapatra, Co-Opted Member and Sri Sovan Tripathy, Member(Finance)).

HEARING SHEET

G.R.F. CASE NO.

Date: 19/3/28

SCNO - 4135-2813-0297, LT(Dom), WD-1KV, DVS - 10/3/2011

Obsⁿ.:-

- ① Actual bill charged up to Oct-2015 based on advanced meter reading recorded in meter no - "6384502".
- ② Dec-15 bill charged on prov. basis. Thereafter, actual bill raised in Jan/Feb-2016 with "897" units abnormally. Even though no CMR was recorded for billing.
- ③ From then on, avg. bills charged continuously from Mar-2016 to Feb-20 on various bill units.
- ④ Subsequently, a new meter no - "LV538413" installed on 29/Feb/2020 but prov. bill charged in Mar-20.
- ⑤ Actual bills charged thereafter with some prov. bills raised intermittently.
- ⑥ It was observed that prov. and avg. bills so charged from Dec-2022 to June-2023 were later revised on the basis of consⁿ. & recorded in new meter installed and Rs. 2590.30/- was credited back (deducted) from the consumer H.C.
- ⑦ The forum observed that the abnormal, prov. and avg. bills charged from Jan/Feb-2016 to Feb-2020 were not revised. Hence, the forum construed that the energy bills so raised from Jan/Feb-2016 to Feb-2020 are to be revised on

actual
the basis of, Consⁿ. recorded in Subsequent mtr --
SLAB - "LW538413", in order to redress the grievances
accordingly. (as per Reg-155 of ORE Distⁿ (OS) Code 2019)

ORDER

?? 1) - - - from Jan/Feb-2016 to

2016
Feb
2016