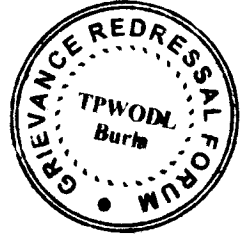


**Grievance Redressal Forum  
TPWODL, BURLA**

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 S.Tripathy, Member (Finance)**



Ref: GRF/Burla/Div/JED/ (Final Order)/ 953(4)

Date: 30-6-2025

**Present:**

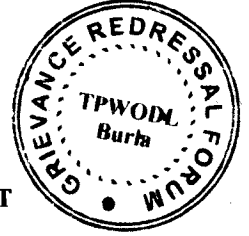
**Sri A.K. Satapathy, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/232/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rehena Begam C/o-Md.Khrasid Akram At-Bhatipada Po-Kuchinda, Dist-Sambalpur-768222		4132-1115-0274	9937780641
3	Respondent/s	SDO (Elect), Kuchinda,TPWODL		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	19.05.2025			
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	19.05.2025			
9	Date of Order	30-6-2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, Kuchinda, TPWODL, Jharsuguda

**Appeared**

**For the Complainant-** Rehena Begam  
Represented by Md. Khrasid Akram  
**For the Respondent -** SDO(Electrical), Kuchinda, TPWODL.



**GRF Case No- BRL/232/2025**

Rehena Begam  
C/o- Md. Khrasid Akram  
At-Bhatipada  
Po-Kuchinda,  
Dist-Sambalpur-768222  
Consumer No-4132-1115-0274

**VRS**

SDO(Electrical), Kuchinda, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Md. Khrasid Akram, H/o Rehena Begam (Consumer) appeared in the hearing on Dt. 19.05.2025 at the camp held at SDO Office, Kuchinda & filed the petition objected about high abnormal bills charged against his domestic connection during the last few years. In this context, the complainant could not emphatically mention the period and nature of the billing dispute. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents in this case.

**OBSERVATION**

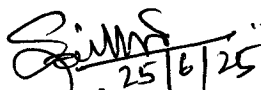
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4132-1115-0274, having CD-4.50KW under LT-Domestic category, coming under ESO-I, Kuchinda & initial power supply effected on 09.06.2007. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) That, on examining the case in detail, the Forum observed from the records that 1<sup>st</sup> energy bill was charged to the complainant in June-2007 on provisional basis with meter No "0287205" installed at site. Subsequently, provisional and actual bills were charged intermittently upto December-2021 billing and the provisional bills so raised in between the above period were adjusted automatically in subsequent billing months.
- 2) The ledger abstract revealed that a new meter bearing SL. No- "WLT226842" was installed in the premises on 23-Jan-2022 and actual bill was continued to charge since January-2022 onwards.
- 3) That, the energy bills/units charged previously were found to be normal in comparison to the contracted load of 4.5 kw. Hence, there is no anomaly observed in the monthly energy bills charged previously.


The Forum on verifying the records, reports available on record, construed that the bills so charged and adjusted previously were found to be legitimately charged. Hence, there is no further scope for revision of bills as per petition filed.

*Hence, the instant case is hereby dismissed.*

*Accordingly, the case is disposed of.*

  
**S. Tripathy**  
Member (Finance)  
**Member**

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

  
**A.K. Satapathy**  
(President)  
**President**

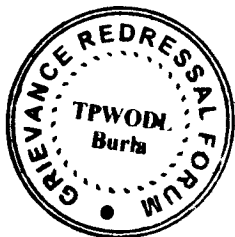
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Rehena Begam, C/o- Md. Khrasid Akram, At-Bhatipada, Po-Kuchinda, Dist-Sambalpur-768222.
2. Sub-Divisional Officer (Elect.) Kuchinda, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/232/2025)



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