

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.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 57 (4)

Date: 28/02/2025

Present:

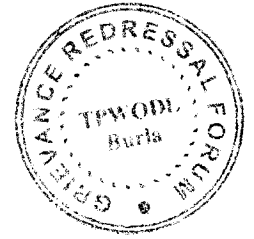
Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/53/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kapila Nayak At-G.Badmal, Po-N.Barangamal, Dist-Sambalpur-768105		4164-3201-0848	8144854053
3	Respondent/s	S.D.O (Elect),Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	24.01.2025			
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	24.01.2025			
9	Date of Order	28/02/2025			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			


President

Place of Camp: ESO Office, Hatibari, TPWODL, Sambalpur



Appeared

For the Complainant- Kapila Nayak

Represented by Akshya Kumar Nayak

For the Respondent - SDO(Elect.) Rairakhol, TPWODL, Sambalpur.

GRF Case No- BRL/53/2025

(1) Kapila Nayak
At-G.Badmal,
Po-N.Barangamal,
Dist-Sambalpur-768105
Consumer No.- 4164-3201-0848

COMPLAINANT

VRS

(1) SDO(Elect.) Rairakhol, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Kapila Nayak bearing Consumer No **4164-3201-0848** represented by Akshya Kumar Nayak under SEED, TPWODL, Sambalpur has stated about billing dispute- he has got an arrear of Rs 1,18,000/-.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted consumer history for the period from May'2018 to Dec'2024 and w/s in this case.

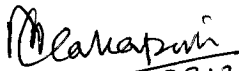
OBSERVATION

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 0.02kw with initial date of p/s 06.06.2013 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties and data submitted from opposite party it is observed that:-

1. Arrear upto Jun'2018= Rs 50,913/-
2. Arrear during Dec'2024 = Rs 1,02,692/-
3. Bill has been revised from Sep'2022 to Oct'2023 on meter reading basis of meter sl. no.WHLo10886 for reading of 4642 kwh on 15.11.2023 and debited of Rs 7850.55/-
4. He does not pay electricity bill regularly and due to non-payment, the arrear has gone higher.

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

Accordingly, the case is disposed of.


(B.Mahapatra) 27.2.25

(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) Kapila Nayak, At-G.Badmal, Po-N.Barangamal, Dist-Sambalpur-768105.

(2) Sub-Divisional Officer (Elect.) Rairakhol, 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 either by this order or 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-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/53/2025)