

## Grievance Redressal Forum

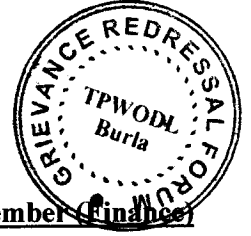
TPWODL, BURLA

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/SED/ (Final Order)/ 110(4)

Date: 26/03/2025

Present:

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/74/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Padmini Dash C/O-Manas Ranjan Dash At/Po-Kalupara, Hirakud Dist-Sambalpur-768106		4118-3406-0280	9337230132
3	Respondent/s	S.D.O (Elect), Hirakud			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	12.02.2025			
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	12.02.2025			
9	Date of Order	26/03/2025			
10	Order in favour of	Complainant		Respondent	Others √
11	Details of Compensation awarded, if any.	NIL			

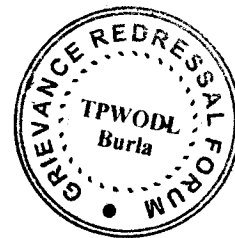
*President*

Grievance Redressal Forum  
TPWODL, Burla - 768017

Place of Camp: SDO Office, Hirakud  
Appeared

For the Complainant- Padmini Dash  
Represented by Manas Ranjan Dash

For the Respondent - SDO(Electrical),Hirakud, TPWODL.



**GRF Case No- BRL/74/2025**

Padmini Dash  
Ranjan Dash  
At/Po-Kalupara, Hirakud  
Dist-Sambalpur  
Consumer No-4118-3406-0280

COMPLAINANT C/O- Manas

VRS  
SDO(Electrical), Hirakud, TPWODL.

OPPOSITE PARTY

**GIST OF THE CASE**

Sri Manas Ranjan Dash on behalf of Padmini Dash appeared in the hearing on Dt. 12.02.2025 at the camp held at SDO Office, Hirakud and submitted a written complaint wherein he has raised objection about high bill charged in Dec-2022 for Rs.122984.33. Hence, the complainant prayed before the Forum to revise the abnormal bill charged to resolve his grievances.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party could not submit any relevant document in this case.

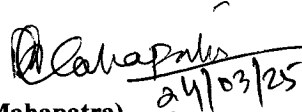
**OBSERVATION**

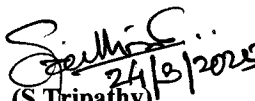
The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4118-3406-0280, having CD-1.54KW under LT-Domestic category, coming under ESO-Hirakud & initial power supply effected on 12.10.2009. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,


Abnormal bill so charged in Nov-2022 was subsequently revised extending slab benefit, for the entire period from Oct-2010 to Nov-2022, on the basis of spreading over of "21288" units from the date/month of installation of meter No-"WES40006". Hence, there is no further scope for revision of previous bills. However, the Opposite Party may allow suitable instalments facility, upon request, if any, made by the complainant.

The case is here by dismissed.

Accordingly, the case is disposed of.

  
B. Mahapatra  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(S.T. Tripathy)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
A.K. Satapathy  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Sri Padmini Dash, C/O- Manas Ranjan Dash, At/Po-Kalupara, Hirakud, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Hirakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
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/74/2025)