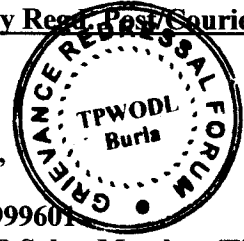


## Grievance Redressal Forum

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 A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/SED/ (Final Order)/ 2123 (4)

Date: 30/10/24

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

1	Case No.	BRL/749/2024																																			
2	Complainant/s	Name & Address Gunnama At/Po-Bagbadi, Chipilima, Dist- Sambalpur.		Consumer No 4118-3106-0223	Contact No.																																
3	Respondent/s	SDO (E) Hirakud, TPWODL, Sambalpur			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	22.10.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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8	Date(s) of Hearing	22.10.2024																																			
9	Date of Order	30/10/24																																			
10	Order in favour of	Complainant	Respondent	Others	√																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: ESO Office, Chipilima, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Gunnama

**For the Respondent -** SDO(Elect.) Hirakud, TPWODL.

**GRF Case No- BRL/749/2024**

**COMPLAINANT**

- (1) Gunnama  
At/Po-Bagbadi, Chipilima,  
Dist- Sambalpur  
Consumer No.- 4118-3106-0223

**VRS**

- (1) SDO(Elect.), Hirakud, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Gunnama bearing Consumer No **4118-3106-0223** under SED, TPWODL, Sambalpur 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 not submitted any relevant documents in this case.

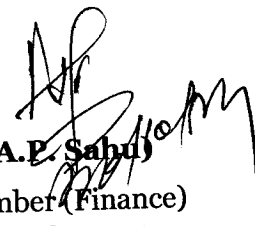
**OBSERVATION**


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-domestic consumer having CD 1kw with initial date of p/s 23.10.2017 as seen from the FG data base/ Samadhan App. On scrutiny it is found that, an amount of Rs 11,630.94/- has already been credited towards bill revision for the period from May'2022 to Sep'2022 (23.06.2022 to 21.10.2022) by opposite party and found no scope for bill revision in this case. The complainant was convinced during the hearing and paid an amount Rs 5000/- on 22.10.2024 and clears the arrears.

*Hence, the instant case petition is hereby dismissed.*

*Accordingly, the case is disposed of.*

  
(B. Mahapatra) 30/10/24.  
(Co-Opted Member)  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.P. Sahu)  
Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

- Copy to: -** (1) Gunnama, At/Po-Bagbadi, Chipilima, 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 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: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 Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".