

**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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2169 (4)

Date: 30/11/2024

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

1	Case No.	BRL/753/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Santilata Nayak At- Rukuda, Po-Parposi, Dist- Deogarh-768108	4141-1589-0457	7848814695	
3	Respondent/s	SDO(Electrical), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	23.10.2024			
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	23.10.2024			
9	Date of Order	29/11/24			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
**President**

**Grievance Redressal Forum**

Place of Camp: ESO Office, Tileibani, TPWODL, Deogarh.

**Appeared**

**For the Complainant-** Santilata Nayak

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



**GRF Case No- BRL/753/2024**

(1) Santilata Nayak

At- Rukuda,

Po-Parposi

Dist- Deogarh-768108.

Consumer No.- 4141-1589-0457

**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Deogarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Santilata Nayak bearing Consumer No **4141-1589-0457** under DED, TPWODL, Deogarh stated about billing dispute due to raising of high consumption bill.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted w/s dtd.20.11.2024, meter testing report dtd.22.10.2024 and ledger copy for the period from Apr'2010 to Jan'2024 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-KTJ consumer having CD 0.11kw with initial date of p/s 08.04.2010 through meter sl. no."802559" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. PL/Act/Avg. bills were served from Feb'2015 to Nov'2017 except few actual bills during these periods that is upto Jan'2017 with kwh reading of "1340" and adjustment of PL bills accordingly. Hence, found no dispute upto Jan'2017 but bill for revision from Feb'2017 to Nov'2017. Further, it is observed that in Jun'2021 the kwh reading was "8574" with billing unit "6326" due to which current bill of that month has been raised for Rs 39894.05/- seems to be incorrect and billing of suppressed reading in one month and has happened for irregular meter reading. The meter reading was involved for meter sl. no."WLT070305" in billing since Dec-Jan'2018. The opposite party has already been revised the bill from May'2018 to Jun'2023(31.03.2018 to 03.04.2023) as well as Nov'2023 to Jun'2024 (08.11.2023 to 20.07.2024) and withdrawn an amount of Rs 16,837.43/- and Rs 552.69/-. Hence, found no scope for bill revision.

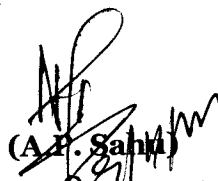
Hence, the instant case petition is hereby dismissed.

Accordingly, the case is disposed of.

  
(B. Mahapatra)

(Co-Opted Member)  
Co-opted Member

Grievance Redressal Forum  
TPWODL, Burla - 768017

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

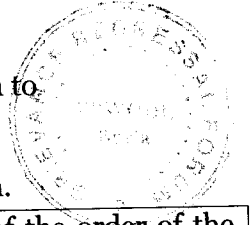
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

President  
President


Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Santilata Nayak, At- Rukuda, Po-Parposi, Dist- Deogarh-768108.  
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.  
(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".

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