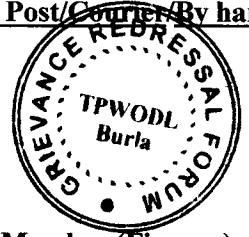


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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/SEED/ (Final Order)/ 2202 4)

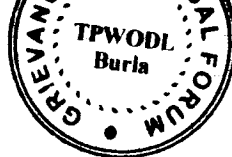
Date: 30/12/24

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

1	Case No.	BRL/807/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		The President Hutma-II Pani Panchayat Mahumal, Themra Dist- Sambalpur		4160-0106-0346	8658453969
3	Respondent/s	SDO(Electrical),Rengali, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	19.11.2024			
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	19.11.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant		Respondent	Others √
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- The President Hutma-II



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

GRF Case No- BRL/807/2024

The President Hutma-II

Pani Panchayat

Mahumal, Themra

Dist- Sambalpur

Consumer No.- 4160-0106-0346

VRS

SDO(Elect.), Rengali, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The President Hutma-II has appeared in the hearing on Dt. 19.11.2024 at the camp held at SDO Office, Rengali and submitted a written complaint wherein he has stated about billing dispute- high billing in the month of Oct 2022 for Rs.102851.80 which is wrong according to him & requested to revise/rectify the same as per actual meter reading.

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 submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-IPA consumer having CD of 12KW with date of initial power supply on Dt.23.03.2018 through meter SL No WVT00964 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The above complainant has been served the actual bill in the month of Oct 2022 for units of 89720 which was recorded in the meter bearing SL No WBT00964 where it is found that the meter SL No 10008628 was installed on 30.09.2022 as seen from FG data base. It is also seen that the actual bill for KWh reading of 14199 has already been provided in Oct 2020 with billing unit 12009. As seen PL bills were adjusted from time to time in the billing during served the actual bill to the complainant. On scrutiny it came to the notice of the Forum that the CMR of meter SL No WBT00964 was 103919 in Oct 2022. The billing so raised during Oct 2022 (103919-14199=89720<sup>KWh</sup>) was correct and nothing to say more in this regards.

Hence it is the opinion of the Forum that there is no merit in this case & accordingly dismissed by this Forum.

Accordingly, the case is disposed of.

(B. Mahapatra)

(Co-Opted Member)

Co-opted Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

(A.P. Singh)

Member (Finance)

Member

Grievance Redressal Forum  
TPWODL, Burla - 768017

(A.K. Satpathy)

President

President

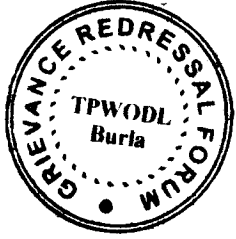
Grievance Redressal Forum  
TPWODL, Burla - 768017

Copy to: -

1. The President Hutma-II, Pani Panchayat, Mahumal, Themra, Dist- Sambalpur.
2. Sub-Divisional Officer (Elect.), Rengali, TPWODL, Sambalpur 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 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".



*[Signature]*  
President  
Grievance Redressal Forum  
TPWODL, Burla - 752017