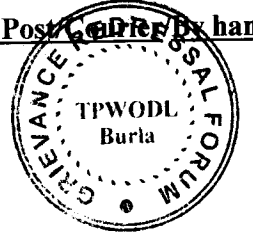


By Regd. Post/ ~~Order~~ By hand

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

Ref: GRF/Burla/Div/JED/ (Final Order)/ 2234 *GN*

Date: 30/12/24

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

1	Case No.	BRL/840/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Saroja Devi Naik C/O-Raju P Naik At/Po-Govindpur, Bamra Dist- Sambalpur-768221		4132-2302-0391	7990419408 7325908880
3	Respondent/s	SDO (E), Kuchinda, TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	16.11.2024			
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	11.12.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	Respondent	Others ✓	
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** GRF Office, TPWODL, Burla.

**Appeared**

**For the Complainant-** Saroja Devi Naik

Represented by Raju P Naik

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



**GRF Case No- BRL/737/2024**

Saroja Devi Naik

C/O- Raju P Naik

At/Po-Govindpur, Bamra

Dist- Sambalpur-768221

Consumer No.- 4132-2302-0391

**VRS**

SDO(Elect.), Kuchinda, TPWODL

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Saroja Devi Naik has submitted a written complaint which was received by this Forum on 16.11.2024 and wherein she has complaint regarding billing dispute-High billing of Rs.43000.00 was served on Oct-2024 which was wrong according to her & has prayed to revise/rectify the said bills and Raju P Naik has appeared in the hearing on Dt.11.12.2024 at GRF Office, TPWODL, Burla on behalf of Saroja Devi Naik.

**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 has observed that the opposite party has done the bill revision (defective period assessment for the period from Jan 2022 to July 2023- the average billing periods & debited Rs.43409.25 in the billing & also Credited of Rs.2790.23 for bill revision from Aug 2024 to Aug 2024 (01.08.2024 to 03.09.2024). The opposite party has done the job w.r.t regulation and found no merit in this case. However, the complainant has approached during hearing to clear the dues through instalments to be allowed by opposite party after submitting in writing by complainant in this regard & the complainant should clear the dues on or before 31.03.2025 as per discussion during hearing.

Hence the instance case petition is hereby dismissed with the direction to the complainant to clear the outstanding dues on or before 31.03.2025 & the opposite party is also directed to allow instalments in this effect.

*Accordingly, the case is disposed of.*

  
(B. Mahapatra)  
(Co-Opted Member)  
Grievance Redressal Forum  
TPWODL, Burla - 768017  
Copy to:

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

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

1. Saroja Devi Naik, C/O- Raju P Naik, At/Po-Govindpur, Bamra, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Kuchinda, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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.orerc.org](http://www.orerc.org) under the "head "Cases->"GRF".