



**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)**

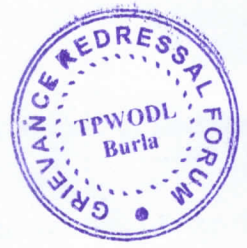
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1521 (4)

Date: 29/02/2024

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

1	Case No.	BRL/141/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pramod Kumar Rath At/Po- Sakhipara, Dist- Sambalpur.		4161-3303-0522	9737068960
3	Respondent/s	SDO(Electrical) Bhutapada, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	12.02.2024			
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	12.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Gole Bazar, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Pramod Kumar Rath

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

**GRF Case No- BRL/141/2024**

(1) Sri Pramod Kumar Rath

At/Po- Sakhipara,

Dist- Sambalpur.

Consumer No.- 4161-3303-0522

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Bhutapada,TPWODL,Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Pramod Kumar Rath bearing Consumer No **4161-3303-0522** under SEED, TPWODL, Sambalpur stated about on dt. 01.02.2023 he had cleared total arrear amount of Rs 40420.67/- by availing OTS scheme and paid Rs 19935/- vide MR no.657233010223COAPO013 at Kalibadi customer care but OTS rebate amount is not adjusted in his billing ledger.

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

**SUBMISSION OF OPPOSITE PARTY**

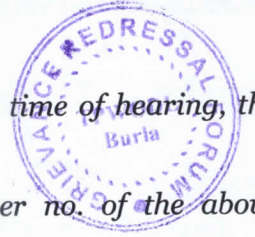
The Opposite Party has not submitted any relevant documents in this case.

**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 4kw with initial date of p/s 23.02.2004 as seen from the FG data base. The above complainant has paid of Rs 19,935/- on 01.02.2023. As seen, the complainant has been registered on 25.01.2023 for availing OTSS and paid the mentioned amount on due date on 01.02.2023 as per information form for OTSS,2022. As verified, the above amount has been paid other than ESO/SDO office for which the field officers could not know about the payment and hence not uploaded in the OTSS,2022 page site and the complainant debarred for getting the rebate benefit of Rs 20,485.13/- for which the complainant was eligible. Despite, intimation the material facts and documents to opposite party no action has been taken to grant credit for the rebate amount by opposite party which to be treated as incorrect decision by TPWODL authorities (Concerned Field Officers of that area).

Hence, the Forum is in the opinion that, the Opposite party is liable to effect credit sundry in the consumer no. of the above complainant for Rs 20,485.13/- with immediate effect to resolve the grievance of the complainant.

## ORDER



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to effect credit sundry in the consumer no. of the above complainant for Rs 20,485.13/-.
2. Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.

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) Sri Pramod Kumar Rath, At/Po- Bhutapada, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.) Bhutapada, 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”.