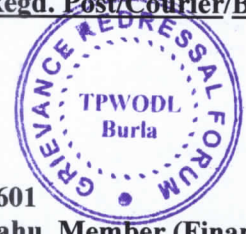


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, 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)/ 1398 (4)

Date: 30/01/2024

**Present:**

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

1	Case No.	BRL/23/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Khageswar Pradhan Bhalu Tikra Po-Beheramal Dist-Jharsuguda		4131-2201-0570	
3	Respondent/s	S.D.O (E)-I,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	17.11.2023			
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	17.11.2023			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO-I Office, Jharsuguda, TPWODL

Appeared

For the Complainant- Sri Khageswar Pradhan

For the Respondent - SDO-I(Electrical), Jharsuguda, TPWODL.



GRF Case No- BRL/23/2024

(1) Sri Khageswar Pradhan  
At-Bhalu Tikra  
Po- Beheramal  
Dist-Jharsuguda  
Consumer No.- 4131-2201-0570

COMPLAINANT

VRS

(1) - SDO-I(Electrical), Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Khageswar Pradhan appeared before this forum on dated 17<sup>th</sup> of November 2023 at its camp held in the office of SDO-I Jharsuguda and submitted a written complaint wherein he has stated that "bill up to 13.10.2022 is paid on actual billing basis but on 17.11.2022 an amount of Rs.48964.00 has been added in his bill as arrear". He has requested to revise the bill.

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-Dom consumer having CD 2kw with date of initial power supply 02.08.2012 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. PL/Avg bills were served to the complainant from May-2017 to Jan-2021. The opposite party has done the bill revision for 02years (Feb-2019 to Jan-2021) with reference to Regulation 155 where it is seen that an amount of Rs.48964.96 has already been added (debited) in billing seems to be correct & ~~the opposite party~~ <sup>complainant</sup> is liable to pay the same to the opposite party. During course of hearing the complainant has convinced but prayed for allow of instalments to clear the dues.

Hence, the instant case petition is hereby dismissed as the opposite party has revised the bill with reference to Regulation 155 & no merit in the case but directed to the opposite party to allow suitable instalments on application for the same so that the complainant will able to clear the dues.

Accordingly, the case is disposed of.

B. Mahapatra  
(Co-Opted Member)  
**Co-opted Member**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

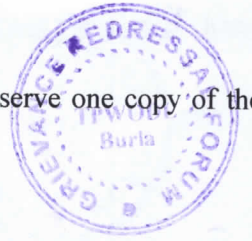
(A.P. Sahu)  
Member (Finance)  
**Member**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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



**Copy to: -**

1. Sri Khageswar Pradhan, At-Bhalu Tikra, Po-Beheramal, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, 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.oriarc.org](http://www.oriarc.org) under the "head "Cases-> "GRF". )