

**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)**



Ref: GRF/Burla/Div/SED/ (Final Order)/ 39 (4)

Date: 31/01/25

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

1	Case No.	BRL/930/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Biswa Ranjan Padhee At-Qtr. noF:2/1,OHPC Colony, Po-Chipilima, Dist- Sambalpur.		4118-3102-0050	9437780930
3	Respondent/s	SDO(Electrical), Hirakud,TPWODL			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	24.12.2024			
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	24.12.2024			
9	Date of Order	31/01/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Chipilima PSS, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Biswa Ranjan Padhee

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

**GRF Case No- BRL/930/2024**

(1) Biswa Ranjan Padhee  
At-Qtr. noF:2/1, OHPC Colony,  
Po-Chipilima,  
Dist- Sambalpur  
Consumer No.- 4118-3102-0050

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Biswa Ranjan Padhee bearing Consumer No **4118-3102-0050** under SED, TPWODL, Sambalpur has stated about inconvenience regarding his arrear bill of approximate an amount of Rs 67000/- and submitted the copy of money receipt of Rs 797/- towards (security deposit of Rs 647/- + R/C fees of Rs 150/- respectively) and allotment order no.CHEP/HRD-14/4361 dtd.16.09.2010 of GM(EI)CHEP,Chipilima.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents except w/s through e-mail dtd.04.01.2025 and PVR(not visible) in this case.

**OBSERVATION AND ORDER**

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-DOM consumer having CD 2kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has <sup>said</sup> that he has occupied the quarter no. F2/1 from 16.09.2010 as per allotment order no. 4361 dtd.16.09.2010 of GM(EI)CHEP,Chipilima. So the date of billing should be from 16.09.2010 and the arrear outstanding as on 16.09.2010 against the said quarter F2/1 of Rs 40,063.98/- should be kept as deferred outstanding against the owner of the quarter i.e GM(EI) CHEP,Chipilima.

So, outstanding after 16.09.2010 till the vacation of the quarter by Sri B.R.Padhee as per any authentic vacancy report may be re-calculated and collected from him. The arrear prior to 16.09.2010 should be billed separately in the name of the owner of the quarter i.e GM(EI),CHEP,Chipilima and bill may be sent to him to arrange the payment as per rule.

**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 revise the bill <sup>with</sup> the arrear prior to 16.09.2010 in the name of owner i.e GM(EI)CHEP,Chipilima and bill may be sent to arrange the payment as per rule.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.



3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act, 2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **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.K. Satpathy)**

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

- Copy to:** - (1) Biswa Ranjan Padhee, At-Qtr. noF:2/1, OHPC Colony, Po-Chipilima, Dist- Sambalpur  
(2) Sub-Divisional Officer (Elect.) Hiraakud, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SED, 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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orienc.org](http://www.orienc.org) under the "head "Cases->"GRF".