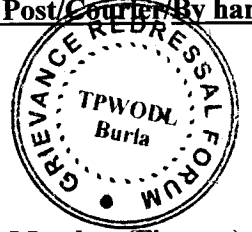


**Grievance Redressal Forum  
TPWODL, BURLA**

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 S.Tripathy, Member (Finance)**



Ref: GRF/Burla/Div/JED/ (Final Order)/ 119 (4)

Date: 26/03/2025

**Present:**

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

1	Case No.	BRL/111/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Arun Kumar Patel At-Kelendamal, Po-Gudigaon Dist-Jharsuguda-768202		4130-013-2767	7978465163
3	Respondent/s	E.E(Elect), JED, TPWODL			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	12.03.2025			
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	12.03.2025			
9	Date of Order	26/03/2025			
10	Order in favour of	Complainant		Respondent	Others   ✓
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Place of Camp:** SDO-I Office, JED, Jharsuguda

**Appeared**

**For the Complainant-** Arun Kumar Patel

**For the Respondent -** E.E(Electrical), JED, TPWODL

**GRF Case No- BRL/111/2025**

Arun Kumar Patel  
At-Kelendamal, Po-Gudigaon  
Dist-Jharsuguda  
Consumer No-4130-013-2767

**VRS**

E.E(Electrical), JED, TPWODL



**COMPLAINANT**

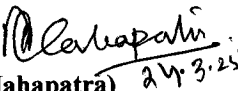
**OPPOSITE PARTY**

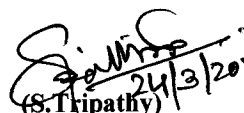
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith and keeping the application in original for maintenance of records by this Forum and the opposite party is instructed to take up the matter to resolve the grievance at their level with the direction to submit the compliance to this Forum within one month.


Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.

The complainant is at liberty to approach the Forum with necessary supporting documents if the complainant is not satisfied with the action/inaction of the opposite party.

  
**B. Mahapatra** 24/3/25  
(Co-Opted Member)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**(S. Tripathy)** 24/3/2025  
Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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

- Copy to:-
1. Arun Kumar Patel, At-Kelendamal, Po-Gudigaon, Dist-Jharsuguda
  2. Sub-Divisional Officer (Elect.)-I, JED, Jharsuguda, 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.

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/111/2025)

**GRIEVANCE REDRESSAL FORUM,**  
**Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.**  
**E-mail: grf.burla@tpwesternodisha.com**

**GRIEVANCE REDRESSAL FORUM**

Complaint No. \_\_\_\_\_

Received

No.....

Dt.....

TPWODL, Burla

Consumer No. 413001032767

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.

✓ Anun Kumar Patel, At - Kaldama, PO - Gudigar  
Dist - Khordha, PIN, 768202, mob - 7978965163

413001032767

- (2) The local office, designation and detailed address of the officer, against whose action/inaction, the complaint is being filed.

I have not used the Electricity for 10 to 12 years  
due to damage of the MTR

- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

I have not used the Electricity for  
10 to 12 years due to defect and damage  
of MTR.

- (4) Relief sought.

The Electric charge for 10 to 12 years  
may be exempted.

- (5) Any interim relief sought, pending final decision.

- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum, any other Court or Forum if so, please give details.

- (7) Date of filing complaint in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: -

Date: -

\* Please add additional sheets if necessary

Anun Ku. Patel,  
Signature of the Applicant

## GRIEVANCE REDRESSAL FORUM

(For Burla Electrical Circle)

Quarters No: SD-6/2, Sourav Vihar, Near NAC College

Burla, Sambalpur, Pin- 768017 Ph No.0663-2999601

Email: grf.burla@tpwesternodisha.com

(Constituted with Sri A.K.Satpathy, President, Sri B.P.Mahapatra, Co-Opted Member and Sri Sovan Tripathy, Member(Finance),

## HEARING SHEET

G.R.F. CASE NO.

Date: 12/3/25

SCALB - 413001032767 , ~~CD~~ - LT-JPA, CD - 2.25 KW. DOS  $\rightarrow$  5/4/2013

Complaint:- Objection about - wrong hrs charged during ~~no~~ non usage period for Agricultural purpose prior for 10 to 12 years prior to installation of <sup>last</sup> mtr. installed.

Oben:-

- ① For and Aug. hrs were charged from Aug-2013 to Aug-2021 @ 144 units/month and then, from Sept-2021 to July-2023 with nil units/different units charged from time to time.
- ② A new mtr No - "TWS P51076395" was installed & updated in Sept-2023 & monthly avg. ~~144~~ unit till last actual reading comes out to be @ 24 units/month.
- ③ The Forum may pass orders considering all period including two years prior to Sept-2023 as per Reg-155 of OERD Act (Cos) Code, 2019.