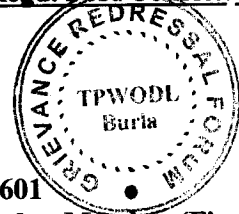


**Grievance Redressal Forum  
TPWODL, BURLA**

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/JED/ (Final Order)/ 1731 (4)

Date: 30/04/24

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

1	Case No.	BRL/343/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		D.Suhula C/o-Late Chakradhar Suhula At/Po- Bagdihi, Dist- Jharsuguda.		4135-2704-0044	7894534042
3	Respondent/s	SDO(Electrical)-II, TPWODL,Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	24.04.2024			
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	24.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

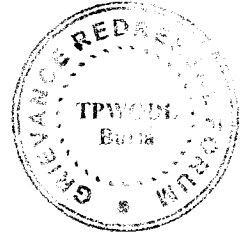
**Place of Camp:** Division Office, TPWODL, Jharsuguda.

**Appeared**

**For the Complainant-** D.Suhula

Representative of Late Chakradhar Suhula

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



**GRF Case No- BRL/343/2024**

(1) D.Suhula

At/Po- Badmal,

Dist- Jharsuguda.

Consumer No.- 4131-2704-0044

**COMPLAINANT**

**VRS**

(1) SDO(Elect.)-II, TPWODL, Jharsuguda

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name of D.Suhula representative of Late Chakradhar Suhula bearing Consumer No **4131-2704-0044** under JED, TPWODL, Jharsuguda stated about billing dispute.

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 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 has raised objection on the billing generated and served even after disconnection of p/s since 10yrs but has failed to submit any evidence in its support. Further, the opposite party has yet not submitted anything in its defence. The outstanding before 10yrs may be taken as Rs 42,451.75/-. The above matter has been discussed with both parties by this Forum. The opposite party has stated during hearing to submit the report after special verification on the issues by special committee. The complainant has agreed to pay Rs 45,000/- within 07days from the date of hearing on 24.04.2024 and the opposite party confirmed to reconnect the p/s on receipt of the above amount as well as agreed to allow suitable instalment after revision to clear the dues. The revision may be done followed by enquiry report in regards to LD of p/s of the committee headed by EE,JED,Jharsuguda consisting of concerned ESO,SDO along with AOC,AOT,L/M. So, bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is supposed to reconnect the p/s taking Rs 45,000/- from the complainant and revise the bill as per outcome of enquiry report for LD periods and accordingly allow the suitable instalments to clear the outstanding dues.

**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 reconnect the p/s taking Rs 45,000/- from the complainant and revise the bill as per outcome of enquiry report for LD periods and accordingly allow the suitable instalments to clear the outstanding dues.*

2. The Complainant is directed to pay Rs 45,000/- to avail the p/s and clear the outstanding dues according to the instalments as per decided by opposite party.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. **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)

  
**(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) D.Suhula, At/Po- Badmal, Dist- Jharsuguda.**  
**(2) Sub-Divisional Officer (Elect.)-II, TPWODL, 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.**

"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".