

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)**

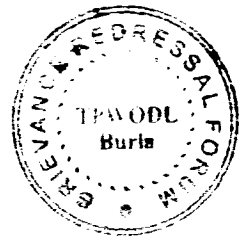
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1765 (4)

Date: 31/05/24

**Present:**

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

1	Case No.	BRL/392/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sunil Rao At/Po-Jhariapali Dist-Jharsuguda-768213	4135-2407-0380	9337383215	
3	Respondent/s	S.D.O (E)-II, Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	18.05.2024			
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	18.05.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- Sunil Rao

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

GRF Case No- BRL/392/2024

Sunil Rao  
At/Po-Jhariapali  
Dist-Jharsuguda  
Consumer No.- 4135-2407-0380

VRS

SDO-II(Electrical),Jharsuguda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sunil Rao has appeared on Dt. 18.05.2024 at the camp held at ESO Office, R.N.Pali and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted a PVR carried on 24.05.2024, no other relevant documents except PVR has been submitted in this case.

OBSERVATION & ORDER

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 1.5KW with date of initial power supply 01.10.2007 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No LW585262 was installed on 01.02.2021 IMR '0' & MF 1 with old KWh as '0' with reference to meter SL No 2025335. The opposite party has already been debited Rs.6856.36 towards defective period assessment for the period from May-2019 to Jan 2021. Further, opposite party has also debited Rs.49984.00 to complainant in Nov-2019 as reported by ESO R.N Pali in its PVR towards penalty. This Forum has no authority to take decision on penalty issue.

Hence the instant case petition is hereby dismissed. However, the complainant may appear before electrical inspector Sambalpur/Jharsuguda or approach to authorities of TPWODL for settlement of the issue.

Accordingly, the case is disposed of.

B. Mahapatra

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

1. Sunil Rao, At/Po-Jhariapali, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, 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.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF". )