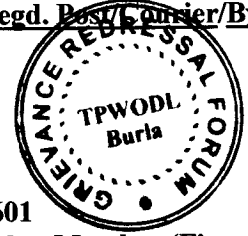


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)/ 2139 (4)

Date: 30/10/24

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

1	Case No.	BRL/526/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dr. Ashish Kumar Sinha At-In front of Tahasil Office, Dist- Jharsuguda		4130-0101-0760	9437192727
3	Respondent/s	EE (E), TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	05.08.2024			
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	09.10.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



**Appeared**

**For the Complainant-** Dr. Ashish Kumar Sinha

**For the Respondent -** EE(Elect.),JED, TPWODL.

**GRF Case No- BRL/526/2024**

(1) Dr. Ashish Kumar Sinha  
At-In front of Tahasil Office,  
Dist- Jharsuguda  
Consumer No.- 4130-0101-0760

**COMPLAINANT**

**VRS**

(1) EE(Elect.),JED, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Dr. Ashish Kumar Sinha bearing Consumer No **4130-0101-0760** under JED, TPWODL, Jharsuguda stated about billing dispute and issue on meter rent.

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 is a LT-Domestic consumer having CD 10KW with initial date of p/s 22.12.2012 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. The complaint has appeared before the Forum on 09.10.2024 where the opposite party was there in Division office Jharsuguda at Camp. The opposite party has already revised the bill for the period from Nov 2023 to June 2024 w.r.t the request of the complainant & withdrawn Rs.16493.05 from the billing. The complainant was informed about the bill revision by this Forum in presence of opposite party & the complainant has convinced and accepted that the billing dispute was solved by opposite party and nothing to say by him on billing dispute. However, the complainant has raised another objection on meter rent & its recovery/chargeability. */refused*.

Hence, the Forum is in the opinion that the Opposite party has already been revise the bill as per request of the complainant & hence, the grievance on billing dispute was settled but the question of recovery meter rent/chargeability/refund to be taken care by opposite party w.r.t Regulation 113 (V) of OERC Distribution (Conditions of Supply) Code,2019 to settle the grievance of the complainant.

**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 take action on recovery <sup>of</sup> meter rent/chargeability/refund w.r.t Regulation 113 (V) of OERC Distribution (Conditions of Supply) Code,2019 to settle the grievance of the complainant & communicate to the complainant for better confirmation.*

2. **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.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) Dr. Ashish Kumar Sinha, At-In front of Tahasil Office, Dist- Jharsuguda.  
(2) Sub-Divisional Officer (Elect.)-I, 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".