

**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 A.P.Sahu, Member (Finance)**

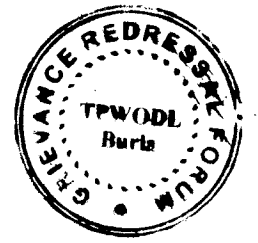


Ref: GRF/Burla/Div/SED/ (Final Order)/ 2116 (4)

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/738/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Subash Ch. Dakua S/o Bhanu Dakua At/Po-Old Market,Hirakud, Dist- Sambalpur.		4118-3414-0139	7377966860
3	Respondent/s	SDO (E) Hirakud, TPWODL,Sambalpur			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	19.10.2024			
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	19.10.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Appeared

**For the Complainant-** Subash Ch. Dakua

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

**GRF Case No- BRL/738/2024**

(1) Subash Ch. Dakua  
At/Po-Old Market, Hirakud,  
Dist- Sambalpur  
Consumer No.- 4118-3414-0139

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Subash Ch. Dakua bearing Consumer No **4118-3414-0139** under SED, TPWODL, Sambalpur stated about Rs 20,747.29/- wrongly added in the bill for the month of Sep'2024.

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 1.44kw with initial date of p/s 09.07.2002 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. The opposite party has already been revised the bill for the period from Jun'2021 to Jun'2023 towards defective period assessment and debited an amount of Rs 20,747.29/-. The opposite party has added the said amount rightly with reference to regulation and during hearing this Forum was made clear to the complainant and accordingly the complainant has also understood the correctness of the bill. After understand the correctness of the bill, the complainant has instantly withdrawn the case so filed before this Forum on the same date. However, the complainant has requested to clear the dues of TPWODL through 03 instalments and accordingly applied to SDO, Hirakud which was received on 19.10.2024 vide RL. No.HKD/SD/163. The SDO, Hirakud during hearing has been ordered by this Forum to allow the said instalments to the complainant observing the departmental formalities so that the arrear will be cleared by the complainant.

Hence, the Forum is in the opinion that the Opposite party is supposed to allow the 03 instalments as requested by the complainant as agreed by the opposite party observing the departmental formalities.

**ORDER**

*Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:*

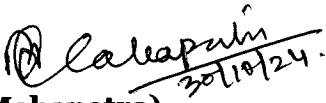
- 1. The Opposite Party is directed to allow the 03 instalments as requested by the complainant observing the departmental formalities.*

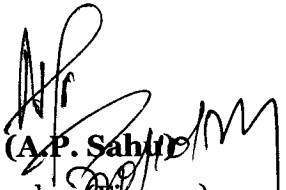
**President**


**Grievance Redressal Forum**  
TPWODL, Burla - 758007

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) Subash Ch. Dakua, At/Po-Old Market, Hirakud, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.) Hirakud, 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) within 30 days from the date of this order of the Grievance Redressal Forums."

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