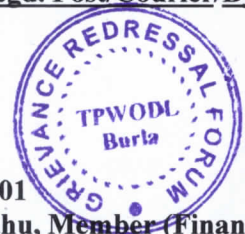


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 2279 (4)

Date: 31/12/24

**Present:**

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

1	Case No.	BRL/847/2024			
2	Complainant/s`	Name & Address		Consumer No	Contact No.
		Khirode Behera S/O-Khago Behera Q No G-41/9 Hirakud Sambalpur		4118-3412-0087	9937421242
3	Respondent/s	S.D.O (E),Hirakud			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	07.12.2024			
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	07.12.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, Hirakud, TPWODL

**Appeared**

**For the Complainant-** Khirod Behera

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



**GRF Case No- BRL/847/2024**

Khirod Behera  
S/O-Khago Behera  
Q No G-41/9  
Hirakud  
Sambalpur  
Consumer No.- 4118-3412-0087

**COMPLAINANT**

**VRS**

SDO (Electrical), Hirakud, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Khirod Behera has appeared in the hearing on Dt. 07.12.2024 at the camp held at SDO Office, Hirakud and submitted a written complaint wherein he has stated about that "I vacant the Q No 6-41/9 on Dt. 31.12.2011 and attached Quarter vacant certificate of Jr. Engineer Building Office, Hirakud and I am agreed to pay arrear and need clearance certificate". The complainant has submitted photocopy of proforma for clearance certificate & photocopy of application address to SDO (Elec) in this regard.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents except photocopy of L No HKD/SD/201(3) Dt. 07.12.24 regarding allotment & vacation of the said quarter in this case.

**OBSERVATION**

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 of 2KW with date of initial power supply on Dt.01.01.1990 through meter SL No 809107 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The opposite party is demanding the total arrear stands on the above consumer of Rs.164024.75 as no billing has been found since June-2023. The complainant has appeared before this Forum and put the grievance along with a document named as "proforma for requisition for clearance certificate" was issued by J E Buiding Section-I, Hirakud where it is seen that the concern J E has certified the quarter bearing No G-41/9 a Hirakud was vacated on 31.12.2011. It is to note here that although the quarter has not been used by the above complainant but bills after Dec 2011 claim by opposite party. In this circumstances it is the feeling of the Forum that the opposite party should not claim the billing of others to the above complainant as the power supply was not used which is to be claim from the user/occupier/owner of the quarter after Dec 2011. I this regard the opposite party has also submitted a copy of letter No HKD/SD/201(3) Dt. 07.12.24 issued in favor S E Main Dam Burla, Sambalpur for confirmation of certificate given by J E Building Section-I, Hirakud towards vacancy of the said quarter on 31.12.2011 which should not be avoided by this Forum. The above case is to be settled by taking the outstanding dues of Rs.48429.40 stands up to billing month Dec-2011 by opposite party from the complainant on confirmation of vacancy date by S E Main Dam, Burla on declaration of J E Buiding Section-I, Hirakud & the balance amount out of total outstanding is to be recovered from other allottees/occupier/owner as the case may be.




Hence it is the opinion of the Forum that the opposite party is liable settle the dispute of the complainant by taking of Rs.48429.40 stands up to billing month Dec-2011 out of the total arrear on confirmation of the vacance date 31.12.2011 by S E Main Dam, Burla on declaration of J E Buiding Section-I, Hirakud with adjustment of SD if any & accordingly issued NOC to the complainant. Further, the balance amount is to be recovered from other allottees/occupier/owner as the case may be.


### ORDER

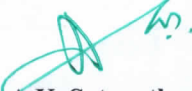
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to settle the dispute of the complainant by taking of Rs.48429.40 stands up to billing month Dec-2011 out of the total arrear on confirmation of the vacance date 31.12.2011 by S E Main Dam, Burla on declaration of J E Buiding Section-I, Hirakud with adjustment of SD if any & accordingly issued NOC to the complainant. Further, the balance amount is to be recovered from other allottees/occupier/owner as the case may be.
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)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.P. Sahu)  
Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

Copy to:

1. Khirod Behera, S/O-Khago Behera, Q No G-41/9, Hirakud, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Hirakud, TPWODL, Sambalpur 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.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF". )