



Grievance Redressal Forum
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: 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/SED/ (Final Order)/ 1860 (4)

Date: 31/07/24

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

1	Case No.	BRL/454/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Saroj Pandey C/o- Bijay Kumar Pandey At-Pani Tanki Pada, Po- Burla, Dist- Sambalpur.		4113-1111-0467	8456968697
3	Respondent/s	SDO(Electrical), Burla,TPWODL,			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	28.06.2024			
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	12.07.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, Burla, TPWODL, Sambalpur.



Appeared

For the Complainant- Saroj Pandey

Represented by Bijay Pandey

For the Respondent - SDO(Elect.), Burla, TPWODL.

GRF Case No- BRL/454/2024

(1) Saroj Pandey

C/o- Bijay Kumar Pandey

At-Pani Tanki Pada,

Po- Burla,

Dist- Sambalpur.

Consumer No.- 4113-1111-0467

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Saroj Pandey bearing Consumer No **4113-1111-0467** represented by Bijay Kumar Pandey under SED, TPWODL, Sambalpur 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 submitted the copy of bill revision proposal put up to SED, Sambalpur for approval 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-GP consumer having CD 0.5kw with initial date of p/s 20.04.2010 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute (For PL/Avg. bills) and prayed for revision of the bill. The opposite party has intimated vide e-mail dtd.18.07.2024 mentioning about revision of bill and proposal has already been send to further approval of competent authorities and also saw that an amount of Rs 2,46,231.10/- may be withdrawn from the billing but confirmed after verification by the approving authorities in the line and accordingly the opposite party will update the credit sundry in the ledger for withdrawal amount as per confirmation of competent authorities. As the opposite party has already been taken steps to do the needful hence no further order of this Forum is required and accordingly the case is dropped by this Forum.

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) Saroj Pandey, C/o - Bijay Kumar Pandey, At-Pani Tanki Pada, Po- Burla, Dist- Sambalpur.

(2) Sub-Divisional Officer (Elect.), Burla, 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.orierc.org under the "head "Cases->"GRF".