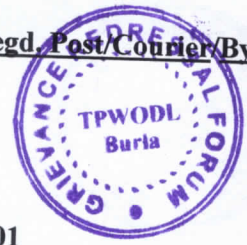


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/DED/ (Final Order)/ 1893 (4)

Date: 30/08/24

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

1	Case No.	BRL/477/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tusar Nanda Sahu At/Po- Kalla, Ps/Via-Barkote, Dist- Deogarh.		4140-0105-0227	7077335470
3	Respondent/s	SDO(Electrical), Deogarh & EE(Elect.), DED,Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	18.07.2024			
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	18.07.2024			
9	Date of Order	29/08/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, TPWODL, Deogarh.



Appeared

For the Complainant- Tusar Nanda Sahu

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

GRF Case No- BRL/473/2024

(1) Tusar Nanda Sahu
At/Po- Kalla,
Ps/Via-Barkote,
Dist- Deogarh.
Consumer No.- 4140-0105-0227

COMPLAINANT

VRS

(1) SDO(Elect.), Deogarh, TPWODL
& EE(Elect.)DED, Deogarh

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Tusar Nanda Sahu bearing Consumer No 4140-0105-0227 under DED, TPWODL, Deogarh stated about revision of bill and reconnection of p/s.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

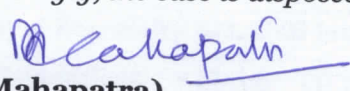
SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted compliance on 22.08.2024 about action taken.

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-Industrial(S)supply<22kva consumer having CD 8kw with initial date of p/s 08.02.2018 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. The above complainant has been served PL bills since Dec'2021 and actual bill has been raised by opposite party during Jul'2024 billing month with actual reading after reconnection of the p/s where found the PL bills were adjusted automatically in the software system billing and the outstanding upto billing month Jul'2024 of Rs 20,626.04/-(-ve). The opposite party has already taken steps to reconnect the p/s as well as settled the billing dispute hence nothing to be done more and accordingly the case is hereby dismissed.

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) Tusar Nanda Sahu, At-Kailash, Po- Teleibani, Dist- Deogarh.

(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.

(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.

(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".