

## Grievance Redressal Forum

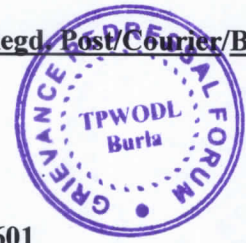
TPWODL, BURLA

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)/ 1878 W

Date: 31/07/24

**Present:** Sri A.K.Satpathy, President.  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/492/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rabi Narayan Nayak At/Po- Kardula, Chipilima, Dist- Sambalpur-768026.		4110-0103-0734	9437539145
3	Respondent/s	EE(Electrical), SED, TPWODL, Sambalpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	26.07.2024			
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	26.07.2024			
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:** ESO Office, Chipilima, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Rabi Narayan Nayak

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

**GRF Case No- BRL/492/2024**

Rabi Narayan Nayak  
At/Po- Kardula, Chipilima,  
Dist- Sambalpur-768026.  
Consumer No.- 4110-0103-0734

**COMPLAINANT**



**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Rabi Narayan Nayak bearing Consumer No **4110-0103-0734** under SED, TPWODL, Sambalpur stated about billing dispute-presently the supply is disconnected since 06yrs and request for reconnection of p/s.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification and reconnection of p/s.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted anything 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-IPA consumer as seen from the FG data base. The complainant has claimed that the p/s at present is in disconnection position and the disconnection is continuing since 06yrs. Hearing has been taken on 26.07.2024 at Office of ESO, Chipilima in presence of both parties. The opposite party during hearing objected on the disconnection period of 06yrs and discussed with this Forum with prayer to allow for verification and enquiry on the above issues as well as assured to revise the bill as per outcome of the enquiry report. Further, the complainant has asked for NSC but after discussion agreed to reconnect the above p/s with clearance of dues after revision thereon.

Hence, the Forum is in the opinion that as the opposite party is liable to revise the bill as per outcome of the enquiry report as committed during hearing where the enquiry to be conducted in presence of the complainant to avoid further litigation. Further, the above p/s to be reconnected only clearance of the outstanding amount dues after revision and receiving DCRC fees also. The complainant is supposed to clear the dues as claimed by opposite party after revision to avail the p/s with reconnection facilities by paying DCRC fees also.

**ORDER**

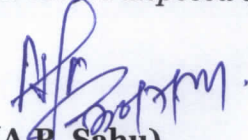
*Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:*

- 1. The Opposite Party is directed to revise the bill of the consumer as per outcome of the enquiry report as committed during hearing where the enquiry to be conducted in presence of the complainant to avoid further litigation. Further, the above p/s to be reconnected only clearance of the outstanding amount dues after revision and receiving DCRC fees also.*



2. The Complainant is directed to clear the dues as claimed by opposite party after revision to avail the p/s with reconnection facilities by paying DCRC fees also.
3. **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.

  
(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) Rabi Narayan Nayak, At/Po- Kardula, Chipilima, Dist- Sambalpur-768026.  
(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.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".