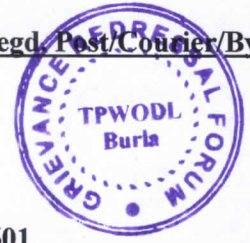


**Grievance Redressal Forum  
TPWODL, BURLA**

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**



Ref: GRF/Burla/Div/JED/ (Final Order)/ 1889 C4

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/519/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narayan Dansana Naxapali Dist- Jharsuguda 768215		4135-2801-0511	9827043498
3	Respondent/s	SDO-II(E),JED, TPWODL,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	23.08.2024			
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	23.08.2024			
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: ESO Office, Laida

**Appeared**

**For the Complainant-** Narayan Dansana

**For the Respondent -** SDO-II(E), JED, TPWODL, Jharsuguda.



**GRF Case No- BRL/519/2024**

Narayan Dansana

Naxapali

Dist- Jharsuguda.

Consumer No.- 4135-2801-0511

**VRS**

SDO-II(E), JED, TPWODL, Jharsuguda

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Narayan Dansana has appeared the hearing on Dt. 23.08.2024 at ESO Office, Laida and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

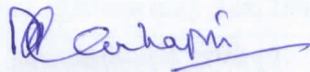
The Opposite Party has submitted a PVR carried on 28.08.2024 but no other relevant documents have been submitted in this case.

**OBSERVATION**

The case is pursued with all documents available in records submitted by the complainant and merit of the case. As seen the opposite party has already been revised the bill w.r.t order in GRF Case No BRL/396/2024 & also given credit for Rs. 60844.60 on 14.08.2024 as well as Rs.11262.79 on 16.08.2024 as already has been reflected in the ledger. No further order is required in this case. However, the complainant came & appeared before this forum on 23.08.2024 & expressed his happiness about the bill revision as well as committed to clear the dues within few months through instalments to be allowed by opposite party suitably.

Hence, the instance case petition is hereby dismissed with the direction to collect the arrear from the complainant & if approached in writing may be allowed suitable instalment accordingly.

*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. Narayan Dansana, Naxapali, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-II, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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".