

**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.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 34 (4)

Date: 31/01/25

Present:

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

1	Case No.	BRL/17/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Santosh Sahu At-Bhaliagudi, Chheplipali, Po-Ganganan, Dist-Deogarh		4140-0103-1727	7326928900
3	Respondent/s	E.E (Elect),DED,Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.01.2025			
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	16.01.2025			
9	Date of Order	31/01/25			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			


President

Grievance Redressal Forum
TPWODL, Burla - 768017

ce of Camp: SDO Office, DED, Deogarh

Appeared

For the Complainant- Santosh Sahu

For the Respondent - E.E (Elect),DED,Deogarh, TPWODL.

GRF Case No- BRL/17/2025

Santosh Sahu
At-Bhaliagudi, Chheplipali, Po-Ganganan,
Dist-Deogarh
Consumer No-4140-0103-1727

VRS

E.E (Elect),DED,Deogarh, TPWODL.


COMPLAINANT

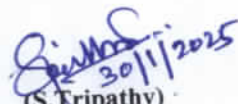
OPPOSITE PARTY


The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith and keeping the application in original for maintenance of records by this Forum and the opposite party is instructed to take up the matter to resolve the grievance at their level with the direction to submit the compliance to this Forum within one month.

Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.


B. Mahapatra
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(S. Tripathy)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to:-

1. Santosh Sahu, At-Bhaliagudi, Chheplipali, Po-Ganganan, 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) or Odisha Electricity Regulatory Commission At-Plot No-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 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".)

CHP

GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.
E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM
Received

Complaint No. 04

No.
Dt.
TPWODL, Burla

Consumer No. 4140-0103-1727

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.

Name - Santosh Sahu

MOB - 7326928900

Add: - Bhaligudi, Chhapilipali, Deogarh

P/a - Gangaran, P/s - Deogarh.

BEV/17/25

- (2) The local office, designation and detailed address of the officer, against whose action/inaction, the complaint is being filed.

SDO-Deogarh

- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

ସହାୟତା ଉଦ୍ଦେଶ୍ୟରେ ଦିଆ (କର୍ମଚାରୀ)

କ୍ଷେତ୍ର L-1 ମାଧ୍ୟମରେ ଉଦ୍ଦେଶ୍ୟରେ ଦିଆ ହେଉଥିବା
କାର୍ଯ୍ୟ ସଂଶ୍ଳେଷଣ କରାଯାଉ ।

- (4) Relief sought.

- (5) Any interim relief sought, pending final decision.

- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum, any other Court or Forum if so, please give details.

- (7) Date of filing complaint in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: - SDO-Deogarh

Date: - 16-01-2025

* Please add additional sheets if necessary

Santosh Kumar Sahu
Signature of the Applicant

Observations:

- ① LI Point Consumer. Previously no mtr was installed and avg. billing continued from first billing i.e. from Feb-18 to Feb-2022 @ 270 units/month.
- 2) A new mtr. No - "TPU 33129" installed during Mar-2022. However, prev. billing continued from April-2022 to Jan-2023 which was auto adjusted in Feb-2023. From there on, ~~Mar~~^{Feb}-2023 onwards. Actual bills continued till date.
- 3) Hence, Avg. billing from Feb-2018 to Feb-2022 are to be reviewed as per 1yr actual monthly avg. Cons'l. continued in subsequent mtr No - "TPU 33129".
- 4) It is considered that since CHP has not been exercised by the complainant, O.P. is required to ~~comply the~~ address the grievances according to CHP stipulation and submit the compliance in furtherance to the redressal of grievances.

Signature .. @ Chaplin.