



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)/ 25 (4)

Date: 30/01/25

Present:

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

1	Case No.	BRL/19/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jayanti Patra C/O-Jhasketan Patra At-Ambaghat, Po-Gohiradem Site, Ps-Reamal Dist-Deogarh-768121		4141-1523-0181	9777519482 9668436056
3	Respondent/s	S.D.O (Elect),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	30/01/25			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, DED, Deogarh

Appeared

For the Complainant- Jayanti Patra
Represented by Jhasketan Patra

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



GRF Case No- BRL/19/2025

Jayanti Patra
C/O- Jhasketan Patra
At-Ambaghat, Po-Gohiradem Site,
Ps-Reamal
Dist-Deogarh
Consumer No-4141-1523-0181

COMPLAINANT


VRS
SDO(Electrical), Deogarh, TPWODL.

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.


30/01/25

B. Mahapatra
(Co-Opted Member)
Co-opted Member


29/1/2025

(S. Tripathy)
Member (Finance)
Member



A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

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Copy to:-

1. Jayanti Patra, C/O-Jhasketan Patra, At-Ambaghat, Po-Gohiradem Site, Ps-Reamal, 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.orerc.org under the "head "Cases-> "GRF".)

E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM

Received

Complaint No. 02 No.

Consumer No. 41415230181

DI.

TPWODL, Burla

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

Yo - Joyanti Patra, At - Ambagnat, P.O. - Mohira dam site, ps - Riomai
(cons.)
dist - Deogarh, PIN - 768124, 9777 519482

9668436056

BEL/19/25
✓

(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).

. All Bill, raised, High construction bill, driving meter problem.

(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: - Deogarh

Date: - 16/01/2025

* Please add additional sheets if necessary

Joyanti Patra
(Joyanti Patra)
S/O/
Joyanti Patra
Signature of the Applicant

Smt. Jayanti Patra, Complainant! - Tharaketan P.
4141 1523 0181 ., 3KW, Dom, DOPS - 07.04.2005

Billing! -

- ① From July 2005 to Apr-2012 - Actual - Mtr No - 1949285
- ② From May 2012 to Nov. 2021 - Barring.

Meter change! -

- ① 1949285 - From July 2005 to Oct-2018.
- ② LW 061512 - From Oct. 2018 to Nov. 2020,
FMR in this meter is 1506 on 16.06.2020.
- ③ LW 566184 - From Dec-2020/Jan 2021 to till now is continuing.

Average Consumption! -

- ① By Meter No. 2 above - LW 061512 -
IMR = 0 in Oct. 2018 - /10/2018
FMR = 1506 in 16.06.2020 / 06/2020

But the reading of 1506 is also meter's own Average hence cannot be taken

- ③ \rightarrow Mtr No - 566184 - $\frac{1506}{19} \approx 79$ units/month

Order

IMR = 0 in Dec-2020
FMR = 1925 in Jan-2022 } Av = $\frac{1925}{14} = 138$

- ① The Av/prov. Bill from May 2012 to Nov. 2021

may be revised by taking Av. consumption of 138 units/month as per Mtr. No. ~~LW 061512~~ LW 566184

The period of revision is to be restricted to 2 yrs. Prior to Dec-2021.

[Signature]

[Signature]