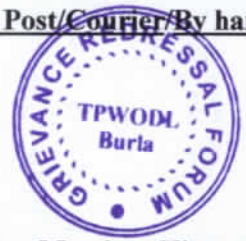


**Grievance Redressal Forum
TPWODL, BURLA**

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 Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 0244

Date: 30.01.2025

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

| | | | | | |
|----|--|---|----------------|--|---|
| 1 | Case No. | BRL/37/2025 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Giridhari Bhoi At-Chhemunda, Po-Chim Mahul, Dist- Sambalpur-768107 | 4132-1410-0002 | 7655869177 | |
| 3 | Respondent/s | SDO(Electrical) Kuchinda, Jharsuguda | | Division J.E.D, TPWODL, Jharsuguda | |
| 4 | Date of Application | 21.01.2025 | | | |
| 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 | 21.01.2025 | | | |
| 9 | Date of Order | 30.01.2025 | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | ✓ |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

President

Grievance Redressal Forum
TPWODL, Burla - 768017



appeared

For the Complainant- Giridhari Bhoi

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

GRF Case No- BRL/37/2025

(1) Giridhari Bhoi
At-Chhemunda,
Po-Chim Mahul,
Dist- Sambalpur-768107
Consumer No.- 4132-1410-0002

COMPLAINANT

VRS


(1) SDO(Elect.), Kuchinda, 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.


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


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

- Copy to: -** (1) Giridhari Bhoi, At-Chhemunda, Po-Chim Mahul, Dist- Sambalpur-768107.
(2) Sub-Divisional Officer (Elect.), Kuchinda, TPWODL 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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, www.orienc.org under the "head "Cases->"GRF".

Complaint No. 020125 049 No. Consumer No. 4132 1410 0002

DL.

TPWODL, Burla

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

Giridhari Bhoi
P.O. - At - Chhemunda, C.P. - Jagannakha
- Chhim Mahul Dist - Sambalpur, mob - 76558 69177
Block - Jagannakha
PIN - 768107.

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

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

1- Theft of Electrical conductor, so we had not avail power supply for 7 years. After that power supply again restored but the period of non supply of power has been added in electricity bill.

- (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: -

Date: -

* Please add additional sheets if necessary

Signature of the Applicant

(Giridhari Bhoi)

During hearing the consumer complained that due to theft of conductor there was no power supply in his house. But he could not state the period of this No-power supply.

From records it is observed that there is no payment made for Mar-2001 till 17-11-2015 when he paid Rs 1400/-

Billing:

- ① From March 2001 to Dec-2015 - Without Meter.
- ② From Dec 2015 to May 2024 - Actual - Mtr No - WLT 067949.
- ③ Power supply is disconnected since Mar 2024.

Consumption

①

Reading = 368 on 10.01.2018 - As per Meter No - WLT 067949.

" = 1290 on 14.11.2018 - As " "

$$\frac{922}{10} \Rightarrow \frac{922}{10} = 92.2$$

Order

- ① Prov/Av. bill for March 2001 to Dec-2015 may be revised by taking Av. Cons. of 93 units/month.
- ② The O.P. should explore the records for no-power supply of 7 years due to theft of conductor as per the claim of the complainant, and if any record is found, it may also be considered at the time of revision of old bills.

As this involves more than two years, it may be taken in CHP.

Chakraborty 21.1.25. 21.01.2025