

**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)/ 04 CY

Date: 30.01.2025

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

1	Case No.	BRL/40/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Kalakar Chhatra At-Sardhapali, Po-Lad,Kuchinda, Dist- Sambalpur-768222		4132-1116-0218	7894888969																																
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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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																																			



Appeared

For the Complainant- Kalakar Chhatria

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

GRF Case No- BRL/40/2025

(1) Kalakar Chhatria
At-Sardhapali,
Po-Lad, Kuchinda,
Dist- Sambalpur-768222
Consumer No.- 4132-1116-0218

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) Kalakar Chhatria, At-Sardhapali, Po-Lad, Kuchinda, Dist- Sambalpur-768222.
(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.orierc.org under the "head "Cases->"GRF".

Received

01
Kuchinda
21.01.2025

Complaint No. _____ No. _____
Dt. _____ Consumer No. 4132 1116 0218
TPWODL, Burla

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

At. Sardha Pali

P.O. Lad - 768222

P. Kuchinda

Dst. Sambalpur

Mob:- 7894888969

(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).

କୋଅପରେଟିଭ୍ ସର୍କୁଲର କାର୍ଯ୍ୟକାରୀତା ଉପରେ ଶ୍ରୀ ୬୭ ଆମ୍ବିକା/୧୨
୨୫୨୨୨୨୧୨ କ୍ଲବ୍ ନ୍ୟୁନିଟି ପ୍ରୋଭିସିଓନାଲ ବିଲ
ଆମ୍ବିକା, ଡି. ୬୧୨ ୨୫୨୨୨୨୧୨ ନ୍ୟୁନିଟି କ୍ଲବ୍

(4) Relief sought.

କୋଅପରେଟିଭ୍ ସର୍କୁଲର କାର୍ଯ୍ୟକାରୀତା ଉପରେ ଶ୍ରୀ ୬୭ ଆମ୍ବିକା/୧୨

(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: - Kuchinda.

Date: -

* Please add additional sheets if necessary

Kalakara Chhatra
Signature of the Applicant

Gist of the Complaint: - 4132-1116.0218.

There was no meter from date of supply.
Since then there is provisional supply ready
bill April 20. D.O.S. 31.3.99 CD 1 kw.
at higher units. After installation of
meter the monthly consumption comes very low.
He requests for revision of bill.

Remarks:

① ✓ IMR = 6 on 17.8.19 meter DLW 289129.
FMR = 221 on 9.6.20. — do —

② ✓ FMR = 252 on 15.6.21 — do —
246 units in 22 months \Rightarrow Av = 11.18 \approx 12 units/month

Observation: - This needs revision for more than two years. The bill may be revised as per remarks given above.
Hence may be taken up in UHP.



Dr. Sahasrini
21.1.25.