



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 A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 15334

Date: 29/02/2024

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

	Case No.	BRL/165/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Santosh Marli At/Po- Sarandamal Dist- Jharsugud.	4172-1501-2542	9078861640	
3	Respondent/s	S.D.O(Electrical), Belpahar , TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	26.02.2024			
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	26.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	Respondent	Others √	
11	Details of Compensation awarded, if any.	NIL			

Office of Camp: ESO Office, Bandhabahal, TPWODL, Brajrajnagar.



Appeared

For the Complainant- Sri Santosh Marli

Represented by Banita Marli

For the Respondent - S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

GRF Case No- BRL/165/2024

(1) Sri Santosh Marli
At/Po- Sarandama,
Dist- Jharsuguda.

Consumer No.- 4172-1501-2542

COMPLAINANT

VRS

(1) S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Sri Santosh Marli bearing Consumer No **4172-1501-2542** represented by Banita Marli under BNED, TPWODL, Brajrajnagar stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger copy for the period from Nov'2002 to Jan'2024, PVR dtd.27.04.2023 in this case.

OBSERVATION

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 1kw as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. The case has already been handed over along with copy of application to SDO, Belpahar as per request to conduct the bill revision at their level as because it was a first time complaint and coming under CHP(Complaint Handling Procedure). To giving preference to the opposite party, the same was handed over with the assumption that they will do the needful at their end to resolved the grievance of the complainant.

Hence, the instant case petition is hereby dropped with the direction to opposite party to take necessary steps to revise the bill with communicate the compliance within one month to this Forum for keeping record.

Accordingly, the case is disposed of.

(B. Mahapatra)

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

(A.P. Sabu)

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

(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -** (1) Sri Santosh Marli, At/Po- Sarandama, Belpahar, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajrajnagar with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
(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.orierc.org under the "head "Cases-> "GRF".