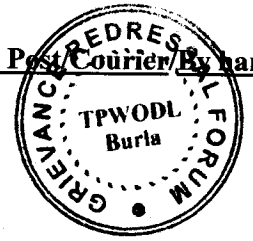


By Regd. Post/Courier/By hand



**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/SEED/ (Final Order)/ 1690 (4)

Date: 27/04/24

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

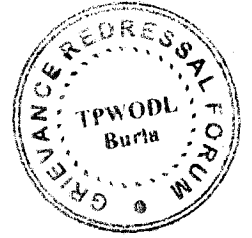
1	Case No.	BRL/265/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Jaya Prakash Pradhan At-Bhatara, Dhanupali, Dist-Sambalpur.		N/A	7377115192
Respondent/s		S.D.O(Electrical)-II, Dhanupali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
Date of Application		16.03.2024			
In the matter 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					
Section(s) of Electricity Act, 2003 involved					
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				
Date(s) of Hearing	16.03.2024				
Date of Order	27/04/24				
Order in favour of	Complainant		Respondent		Others √
Details of Compensation awarded, if any.	NIL				

Place of Camp: GRF Office, TPWODL, Burla.

Appeared

For the Complainant- Sri Jaya Prakash Pradhan

For the Respondent - S.D.O(Elect.)-II, Dhanupali, TPWODL, Sambalpur.



GRF Case No-BRL/265/2024

(1) Sri Jaya Prakash Pradhan
At-Bhatara, Dhanupali,
Dist-Sambalpur.

COMPLAINANT

VRS

(1) S.D.O(Elect.)-II, Dhanupali, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name Sri Jaya Prakash Pradhan bearing Consumer No not allotted under SEED, TPWODL, Sambalpur stated about non-consideration of new service connection in the name of Sarmistha Pradhan w/o Jaya Prakash Pradhan and submitted the legal heir certificate, affidavit, ROR, copies of aadhar cards, death certificate etc even after issue of order by this Forum vide GRF case no 457/2022 dtd.29.03.2023.

Hence, the Complainant prayed before the Forum to consider his case.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any defence in this case but communicated through e-mail the representation of the complainant for withdrawal of the case from this Forum dtd.19.04.2024 as the matter has already been taken care for settlement.

OBSERVATION

The opposite party has already been taken steps to do the needful with reference to the order of this Forum issued in GRF case no 457/2022 dtd.29.03.2023 but it is found the implementation of GRF order was very late which is neither acceptable nor belongs to law in force at present. However, the opposite party has communicated vide letter no. 83/05.04.2023 to the complainant and intimated to this Forum on 18.10.2023 that the complainant has not follow the order and requested to for taking the compliance. But subsequently, the complainant has also filed an objection on 16.03.2024 in regards to non-implementation of GRF order and denied to accept the payment as well as release the new service connection by the opposite party. After careful observation and discussion with both parties it came to the notice of the Forum that the laçes were lying with both the parties. On enquiry by this Forum, it is learned that the complainant has already been paid the required amount and the opposite party has also released the new service connection through meter on 18.04.2024 but the opposite party yet to submit the consumer no. to this Forum for keeping record. Further, the complainant on 19.04.2024 has submitted the representation to withdraw the case from this Forum with the declaration that the p/s has already been released.

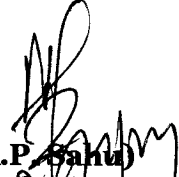
Hence, the Forum is in the opinion that as the opposite party has already been implemented the GRF order dtd.29.03.2023 and taking requisite payment released the new service connection to the complainant so nothing pending with the opposite party but for delay implementation of order of the GRF it is warned to opposite party not to repeat such practice henceforth and proactively steps forward to serve the consumers being a service sector dealing with essential service for Distribution of electricity where the complainant has also cleared about release of new service connection by opposite party and accordingly prayed before the Forum to withdraw the case.

Hence, the instant case petition is hereby dismissed.

Accordingly, the case is disposed of.



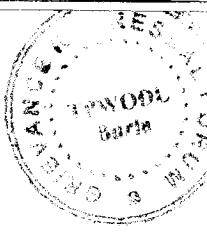
(B. Mahapatra)
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017



(A.P. Saha)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



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



- Copy to:** - (1) Sri Jaya Prakash Pradhan, At-Bhatara, Dhanupali, Dist-Sambalpur.
(2) Sub-Divisional Officer (Elect.)-II, Dhanupali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
(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.orerc.org under the "head" "Cases-> "GRF".