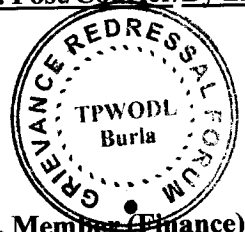


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/

1722 (4)

Date: 30/04/24

Present:

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

| | | | | | |
|-------------------------|--|--|---------------------------------------|--|---|
| 1 | Case No. | BRL/314/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Pedu Nayak C/O-Arjun Mohan Naik At-Baghbar Po-Pelsuna Ps-Kundheigola Dist-Deogarh | 4141-1358-1209 | 9556337602 | |
| 3 | Respondent/s | S.D.O (E),Deogarh | Division D.E.D, TPWODL, Deogarh | | |
| 4 | Date of Application | 22.03.2024 | | | |
| 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 | 22.03.2024 | | | |
| 9 | Date of Order | 30/04/24 | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | √ |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

(Handwritten signature)

Appeared

For the Complainant- Pedu Nayak
Represented by Arjun Mohan Naik

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



GRF Case No- BRL/314/2024

Pedu Nayak
C/O-Arjun Mohan Naik
At-Baghbar
Po-Pelsuna
Ps-Kundheigola
Dist-Deogarh
Consumer No.- 4141-1358-1209

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Arjun Mohan Naik on behalf of consumer Pedu Nayak appeared on Dt. 22.03.2024 at the camp held at ESO Office, Budhupal and submitted a written complaint wherein he has stated billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY


The opposite party has not submitted billing any relevant documents in this case.

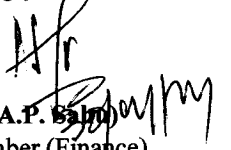
OBSERVATION

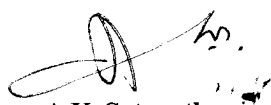
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer. This case is coming under CHP (Complain Handling Procedure) & this Forum has handed over the copy of the complaint to the opposite party to take decision at their end with intimation about the action taken to this Forum. However, as directed during hearing at site by this Forum, the opposite party is supposed to reconnect the power supply through installation of a new meter as the complainant has already paid Rs.7000.00 on 22.03.2024 in the date of hearing as per decision & agreed by both parties.

Hence the instance case petition is hereby dropped with the direction to reconnect the power supply without taking RC fees as neither proper bill has been provided nor rectify the mistakes till date.

Accordingly, the case is disposed of.


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


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


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

1. Pedu Nayak, C/O-Arjun Mohan Naik, At-Baghbar, Po-Pelsuna, Ps-Kundheigola, 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) 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”.)