

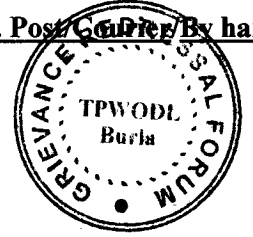
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**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 17/4 (4)

Date: 30/04/24

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

1	Case No.	BRL/332/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kandiri Kisan At/Po- Tungapali, Talpatia Dist- Jharsuguda.		4131-2304-0589	8114812897
3	Respondent/s	SDO(Electrical)-I, TPWODL, Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	23.04.2024			
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	23.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Kacheri Road, TPWODL, Jharsuguda.

Appeared

For the Complainant- Kandiri Kisan

Represented by Niranjan Kisan

For the Respondent - SDO(Elect.)-I, TPWODL, Jharsuguda.



GRF Case No- BRL/332/2024

(1) Kandiri Kisan

At/Po- Tungapali, Talpatia

Dist- Jharsuguda.

Consumer No.- 4131-2304-0589

COMPLAINANT

VRS

(1) SDO(Elect.)-I, TPWODL, Jharsuguda

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Kandiri Kisan bearing Consumer No **4131-2304-0589** represented by Niranjan Kisan under JED, TPWODL, Jharsuguda 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 not submitted any relevant documents in this case.

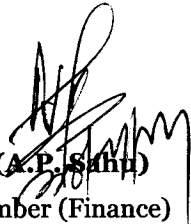
OBSERVATION


The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 3kw with initial date of p/s 10.11.2011 as seen from the FG data base/Samadhan App. The complainant has raised objection on billing dispute. The representation of the complainant was handed over to opposite party to solve the billing dispute as coming under CHP(Complaint Handling Procedure). However, consider the matter in a lien view and discussed with both parties where they agreed on the point that on payment of Rs 10,000/- by complainant on or before 30.04.2024 the opposite party will re-connect the p/s. As verified, Rs 10,000/- has also paid by the complainant on 29.04.2024 and hence the opposite party is supposed to re-store the p/s immediately by reconnecting it.

The instant case petition is hereby dropped with the direction to the opposite party to settle the billing dispute and re-connect the p/s immediately with comply to this Forum within one month.

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) Kandiri Kisan, At/Po- Tungapali, Talpatia, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda 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) 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".