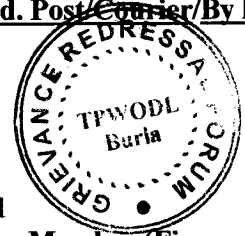


**Grievance Redressal Forum
TPWODL, BURLA**

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/BNED/ (Final Order)/

1709 (4)

Date: 30/04/24

Present:

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

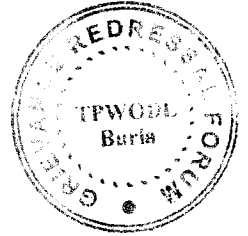
| | | | | | |
|-------------------------|--|---|----------------|---|--------|
| 1 | Case No. | BRL/361/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Bisakha Karali (Daughter in law) Representative of Late Purna Chandra Karali (Consumer) Rengali (Kumarbandh) Dist-Jharsuguda-768211 | 4172-2507-0223 | 6370839172 | |
| 3 | Respondent/s | S.D.O (E),Belpahar | | Division B.N.E.D, TPWODL, Brajrajnagar | |
| 4 | Date of Application | 29.04.2024 | | | |
| 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 | 29.04.2024 | | | |
| 9 | Date of Order | 30/04/24 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

(Handwritten signature)

Appeared

For the Complainant- Bisakha Karali
Representative of Late Purna Chandra Karali (Consumer)

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



GRF Case No- BRL/361/2024

Bisakha Karali
Daughter in Law of Purna Chandra Karali (Consumer)
Rengali (Kumarbandh)
Dist-Jharsuguda
Con No-4172-2507-0223

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bisakha Karali on behalf of consumer late Purna Chandra Karali has appeared on Dt. 29.04.2024 at the camp held at ESO Office, Bandbahal and submitted a written complaint wherein she has stated about billing dispute and requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from July-2002 to July-2023, but no PVR or written statement has submitted 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 having CD 2KW as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The case will be taken up for final order after receiving the PVR, Written version & report on meter SL No 8173143. However, as a stop a gap arrangement it is decided by this Forum to restore the power supply through RC after payment of Rs.15000.00 by complainant where both parties were present & also agreed.

Hence it is the opinion of the Forum that the opposite party is liable to restore the power supply through RC after payment of Rs.15000.00 by complainant & not to DC the power supply during pendency of the case.

INTERIM ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to restore the power supply through RC after accepting Rs.15000.00 from the complainant & not to DC the power supply during pendency of the case.
2. The Complainant is directed to pay the Rs.15000.00 to opposite party to avail the power supply .
3. ***Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.***

B. Mahapatra)
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

Final Order(GRF Case No. BRL/361/2024)

(A.P. Sahu)
Member (Finance)
Member

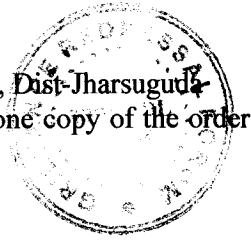
Grievance Redressal Forum
TPWODL, Burla - 768017

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

Copy to: -

1. Bisakha Karali, Daughter in Law of Purna Chandra Karali ,Rengali (Kumarbandh), Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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.oriarc.org under the "head "Cases-> "GRF".)