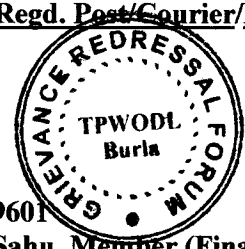


**Grievance Redressal Forum  
TPWODL, BURLA**

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

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 1779 (4)

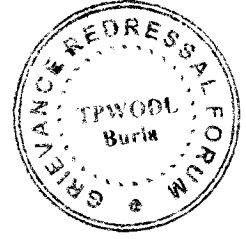
Date: 31/05/24

**Present:**

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

1	Case No.	BRL/421/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chabila Kisan (Consumer) C/O-Tikeswa Pradhan At-Daharakhaman Po-Barghat Ps-Reamal Dist-Deogarh	4141-1556-0648	9556028404	
3	Respondent/s	S.D.O (E),Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	25.05.2024			
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	25.05.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Tileibani



**Appeared**

**For the Complainant-** Chabila Kisan  
Represented by Tikeswa Pradhan

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

**GRF Case No- BRL/421/2024**

Chabila Kisan  
C/O- Tikeswa Pradhan  
At-Daharakhaman  
Po-Barghat  
Ps-Reamal  
Dist-Deogarh  
Consumer No.- 4141-1556-0648

VRS  
SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Tikeswa Pradhan on behalf of Chabila Kisan appeared on Dt. 25.05.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein she has stated about billing dispute-the power supply has been disconnected by authorities of TPWODL. The old meter is continuing in the premises of the complainant & no new meter was installed. The old meter is giving high reading where we are not using that much if power supply & request to revise the same.

**SUBMISSION OF OPPOSITE PARTY**

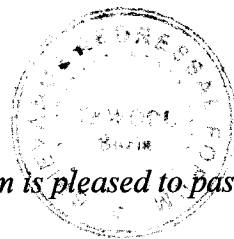
The opposite party has submitted billing abstract from Feb-2011 to April-2024, No PVR or written statement has been submitted in this case.

**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 1KW with date of initial power supply 15.09.2010 through meter SL No 808896 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. This forum has gone through the billing data base & ledger but kept pending due to want of PVR & W/S from opposite party where during hearing order has already been given to submit the same to the Forum but yet to receive the same. As discussed with opposite party they could not submitted it due to some unavoidable causes, hence allowed to submit the documents on or before 10<sup>th</sup> June, 2024 failing which experte order to be issued accordingly. At present the power supply is in disconnected position & the complainant approached to this Forum for reconnection of the power supply where both parties have agreed on the point that after payment of Rs.15000.00 along with RC fees the same to be done pending revision which to be made after obtaining final order from this Forum. Due to such high summer, it is difficult the part of the complainant to maintain the day-to-day activities without power supply.

Hence it is the opinion of the Forum that the opposite party is liable to reconnect the power supply to the complainant after receiving Rs.15000.00 along with RC fees as per rule with immediate effect. The complainant is suppose to deposit the mentioned amount to avail the RC facility for use of power supply.

## 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 reconnect the power supply to the complainant after receiving Rs.15000.00 along with RC fees as per rule with immediate effect.
2. The complainant is directed to deposit the mentioned amount as in SL No 1 to avail the RC facility for use of power supply.
3. The opposite party is directed to submit the PVR & W/S on or before 10.06.2024 to avoid experte order.

Accordingly, the case is disposed of for the time being.

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

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**A.K. Sahu**  
Member (Finance)  
*Member*

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**A.K. Satapathy**  
(President)  
*President*

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Chabila Kisan, C/O- Tikeswa Pradhan, At-Danarakhaman, Po-Barghat, Ps-Reamal, 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:Bhoingar, 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](http://www.orierc.org) under the "head "Cases-> "GRF". )