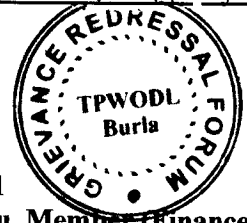


**Grievance Redressal Forum
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2111(4)

Date: 30/10/24

Present:

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

| | | | | | |
|----|--|---|------------|--|---------------------------------------|
| 1 | Case No. | BRL/658/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Anjali Gadnayak C/O-Chandra Sekhar Gadnayak At-Budhakhaman, Po-Bamparda Ps-Barkote Dist-Deogarh | | 4141-1113-0511 | 8750483620 |
| 3 | Respondent/s | S.D.O (Elect),Deogarh | | | Division D.E.D, TPWODL, Deogarh |
| 4 | Date of Application | 12.09.2024 | | | |
| 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 | 12.09.2024 | | | |
| 9 | Date of Order | 30/10/24 | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | ✓ |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

Place of Camp: ESO Office, Barkote, TPWODL, Deogarh

Appeared

For the Complainant- Anjali Gadnayak
Represented by Chandra Sekhar Gadnayak

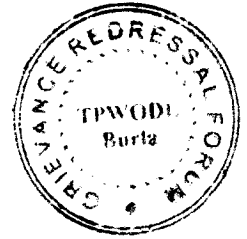
For the Respondent - SDO(Electrical),Deogarh, TPWODL.

GRF Case No- BRL/658/2024

Anjali Gadnayak
C/O- Chandra Sekhar Gadnayak
At-Budhakhaman, Po-Bamparda
Ps-Barkote
Dist-Deogarh
Consumer No-4141-1113-0511

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Chandra Sekhar Gadnayak has appeared on behalf of Anjali Gadnayak in the hearing on Dt. 12.09.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein he has stated about billing dispute- bills were served when I was not at home and I had come to home in Jan 2023. Meter was wrong since Feb 2023 which was changed by TPWODL hence, he has requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY


The opposite party has submitted billing abstract from May 2011 to July 2024, a PVR carried out on 20.09.2024 and written statement 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 of 4KW with date of initial power supply on Dt.30.05.2011 through meter SI No 992954 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Meanwhile, the meter with SI No LW418873 was installed on 16.10.2019 with IMR 1 & subsequently bills were served to the complainant on Actual basis up to July 2024. Another meter bearing SI No TWSP51198388 was also installed on 06.09.2024 with IMR '0'. The opposite party has already been revised the bill & withdrawn Rs.17838.52 from the billing as seen from Samadhan App. As observed bills were served on Actual meter reading basis & no further scope for revision of bill where also found the opposite party has already been redressed the grievance of the complainant.

Hence, the instance case petition is hereby dismissed.


Accordingly, the case is disposed of.


B. Mahapatra 30/10/24
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
Final Order, Burla - 768017


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

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President


Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Anjali Gadnayak, C/O- Chandra Sekhar Gadnayak, At-Budhakhaman, Po-Bamparda, Ps.Barkote, 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".)


President
Grievance Redressal Forum
TPWODL, Burla - 768017