

GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD 6/2, Sourav Vihar, Near NSC College, BURLA-768017.
E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM
Received

Complaint No. 04

No.....

Di.....

by TPWOD, Burla 04/11

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.

Dulamand Seth At - Tapgunja, P.O. B.D. Munda
P.S. Kaitkera, Jharsuguda Pin-768221.

- (2) The local office, designation and detailed address of the officer, against whose action/inaction, the complaint is being filed.

- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

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- (4) Relief sought for.

- (5) Any interim relief sought for, pending final decision.

- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum or any other Court. If so please give details.

- (7) Date of filing complain in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) Complain no. allotted by the office of ESO/SDO/EE, if any.

Place: - Sambalpur Jharsuguda
Date: - 18/09/11

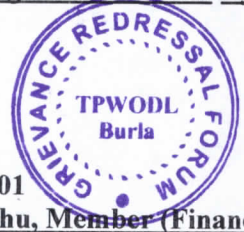
Dulamand Seth
Signature of the Applicant

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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/JED/ (Final Order)/

2195 (4)

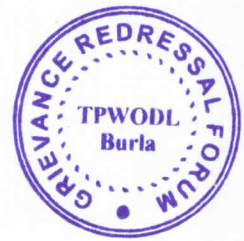
Date: 30/12/24

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

1	Case No.	BRL/685/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Dulianand Seth At-Tapgunja Po-B D Munda Laikera Dist-Jharsuguda-768221		4135-2810-0411	8260137733																																
3	Respondent/s	S.D.O (E)-II, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	18.09.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code, 2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations, 2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation, 2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	18.09.2024																																			
9	Date of Order	30/12/24																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

President

Grievance Redressal Forum



Appeared

For the Complainant- Dulanand Seth

For the Respondent - S.D.O (E)-II, Jharsuguda

GRF Case No- BRL/685/2024

Dulanand Seth
At-Tapgunja
Po-B D Munda
Laikera
Dist-Jharsuguda
Consumer No.- 4135-2810-0411

VRS

S.D.O (E)-II, Jharsuguda

COMPLAINANT

OPPOSITE PARTY

The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith and keeping the application in original for maintenance of records by this Forum and the opposite party is instructed to take up the matter to resolve the grievance at their level with the direction to submit the compliance to this Forum within one month. Although the opposite party has submitted the PVR but mentioned nothing as discussed & stated during hearing, also has not submitted the W/S in this case. To avoid further delayed & to deliver the justice the opposite party is hereby directed to resolved the dispute w.r.t law & regulation.

Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.

B. Mahapatra)
(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(A. K. Sanu)
Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Dulanand Seth, At-Tapgunja, Po-B D Munda, Laikera, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, TPWODL, 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".)