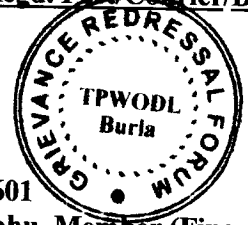


Grievance Redressal Forum
TPWODL, BURLA

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)



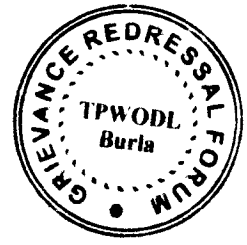
Ref: GRF/Burla/Div/SED/ (Final Order)/ 2039 (4)

Date: 24.09.2024

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

| | | | | | |
|----|--|---|---|--|-------------|
| 1 | Case No. | BRL/688/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sujit Patra C/o-Lalit Padhan At-Raghunath Pali, Po-Baijamunda, Dist- Sambalpur. | | 4118-3311-1124 | 7008351422 |
| 3 | Respondent/s | SDO(Electrical), Hirakud,TPWODL | | Division S.E.D, TPWODL, Sambalpur | |
| 4 | Date of Application | 19.09.2024 | | | |
| 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 | 19.09.2024 | | | |
| 9 | Date of Order | 24.09.2024 | | | |
| 10 | Order in favour of | Complainant | | Respondent | |
| | | | | Others | √ |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

Place of Camp: ESO Office, Gosala,TPWODL, Sambalpur.



Appeared

For the Complainant- Sujata Patra

Represented by Lalit Pradhan

For the Respondent - SDO(Elect.), Hirakud, TPWODL.

GRF Case No- BRL/688/2024

(1) Kanti Kumbhar
At-Raghunath Pali,
Po-Baijamunda,
Dist- Sambalpur.
Consumer No.-4118-3311-1124

COMPLAINANT

VRS

(1) SDO(Elect.), Hirakud, TPWODL

OPPOSITE PARTY

The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection on billing dispute to this Forum. During the course of hearing, the opposite party has clarified about correctness of bill. This Forum has gone through the billing data base as well as ledger and found ok and accordingly the fact intimated instantly to the complainant. After knowing the fact, the complainant was convinced and also found no scope for further bill revision and the complainant has also withdrawn the case from this Forum.

Hence the instance case petition is hereby dismissed.

Accordingly, the case is disposed of.

(B.Mahapatra)

(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.P. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.K.Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Sujata Patra, At-Raghunath Pali,Po-Baijamunda,Dist- Sambalpur-768026.

(2) Sub-Divisional Officer (Elect.), Hirakud,TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.

(3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.

(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".