

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



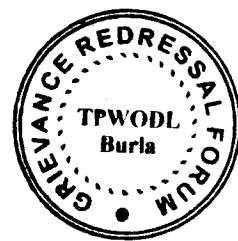
Ref: GRF/Burla/Div/JED/ (Final Order)/ 2197 (4)

Date: 30/12/24

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

1	Case No.	BRL/711/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Basanti Minz At/Po-Lachada Dist- Sundergarh		4132-3512-0074	8144741428																																
3	Respondent/s	SDO (E), KUCHINDA, TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	25.09.2024																																			
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 &amp; 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 &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; 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. Other (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. Other (Specify) -X			
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. Other (Specify) -X																																					
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 (Contract 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 (Contract of Business) Regulations, 2004		4. Odisha Grid Code (OGC) Regulation, 2006		5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004		6. Others																					
1. OERC Distribution (Conditions of Supply) Code, 2019	√																																				
2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004																																					
3. OERC (Contract 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	25.09.2024																																			
9	Date of Order	30/12/24																																			
10	Order in favour of	Complainant	Respondent	Others																																	
11	Details of Compensation awarded, if any.	NIL																																			

For the Complainant- Basanti Minz



For the Respondent - SDO(E), Kuchinda, TPWODL, Jharsuguda.

**GRF Case No- BRL/711/2024**

**COMPLAINANT**

Basanti Minz  
At/Po-Lachada  
Dist- Sundergarh  
Consumer No.- 4132-3512-0074

VRS

SDO (E), Kuchinda, TPWODL, Jharsuguda

**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.

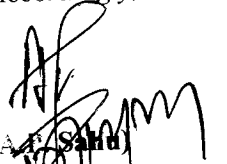
Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.

  
(B. Mahapatra)

(Co-Opted Member)

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

  
(A.K. Satpathy)

Member (Finance)

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

  
(A.K. Satpathy)

President

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

- Copy to:
1. Basanti Minz, At/Po-Lachada, Dist- Sundergarh
  2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, Jharsuguda 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.orerc.org](http://www.orerc.org) under the "head "Cases->"GRF".

GRIEVANCE REDRESSAL FORUM,  
Qtr. No-SD 6/2, Sourav Vilhar, Near NSC College, BURLA-768017.

E-mail: grf.burla@tpwesterndisha.com

GRIEVANCE REDRESSAL FORUM

Received

Complaint No. \_\_\_\_\_

No. ....

Dt. ....

TPWODL, Burla

4132-35

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

BASANTI MINZ AT - LACCHADA Mob:- 8144741428  
PO. 768  
SC No.- 4132 3512 0074 Dist- Sundargarh.

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

ESO KUSUMI

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

सिव. मीटर Defective  
Revanj my electric Bill

Dear Sir. Con - 413235120074

- (4) Relief sought for. Meter Defective Period Bill should be Revised.

- (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

Date: -

Signature of the Applicant

बिप्लव मिश्रा