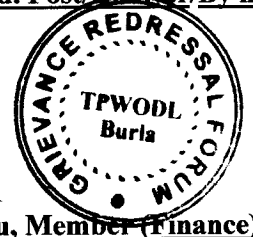


**Grievance Redressal Forum
TPWODL, BURLA**

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/SEED/ (Final Order)/2099(4)

Date: 30/10/2024

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

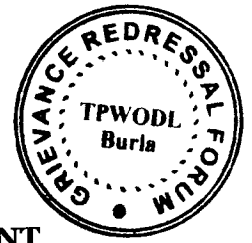
1	Case No.	BRL/741/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanatan Sahu At/Po-Govt. Bus stand, Dist- Sambalpur		4161-3404-0313	
3	Respondent/s	SDO(Electrical) Bhutapada,TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	19.10.2024			
5	In the matter of-	1. Agreement/Termination	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	19.10.2024			
9	Date of Order	29.10.2024			
10	Order in favour of	Complainant	Respondent	Others ✓	
11	Details of Compensation awarded, if any.	NIL			

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

Appeared

For the Complainant- Sanatan Sahu

For the Respondent - SDO(Elect.) Bhutapada, TPWODL, Sambalpur.



GRF Case No- BRL/741/2024

COMPLAINANT

(1) Sanatan Sahu
At/Po-Govt. Bus stand,
Dist- Sambalpur
Consumer No.- 4161-3404-0313

VRS

(1) SDO(Elect.) Bhutapada, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sanatan Sahu bearing Consumer No **4161-3404-0313** under SEED, TPWODL, Sambalpur stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

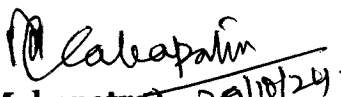
The Opposite Party has submitted ledger copy for the period from Aug'2021 to Sep'2024 in this case.

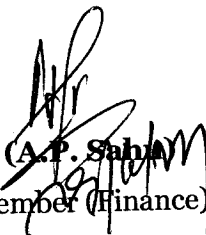
OBSERVATION


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 hereby enclosed herewith for reference of the opposite party keeping the original application for maintenance of records by this Forum to resolve the grievance at their level with the direction to opposite party to submit the compliance to this Forum within one month.

Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.


(B. Mahapatra) 29/10/24
(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) Sanatan Sahu, At/Po-Eatali, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.) Bhutapda, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SEED, 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: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 under the "head "Cases->"GRF".

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. _____

No.

Di.

TPWODL, Burla

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

Sanatan Sahu
Govt Bus Stand
4161-3404-0313

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

ESO Gole bazar

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

Before new meter installed Deyan one bill
has been charge.

- (4) Relief sought for.

Bill Revision

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

No Disconnection

- (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.

N/O

- (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