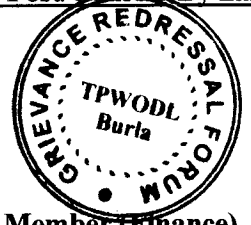


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/DED/ (Final Order)/ 2091CV

Date: 30.10.2024

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

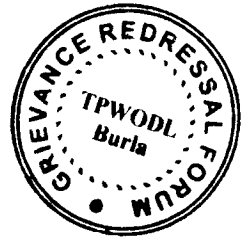
1	Case No.	BRL/752/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Shyam Sundar Mahakul At-Babusahi, New colony, Po/Ps/Dist- Deogarh-768108		4141-1401-1738	9938269437																																
3	Respondent/s	SDO(Electrical), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	23.10.2024																																			
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	23.10.2024																																			
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, Tileibani, TPWODL, Deogarh.

Appeared

For the Complainant- Shyam Sundar Mahakul

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



GRF Case No- BRL/752/2024

(1) Shyam Sundar Mahakul
At-Babusahi, New colony,
Po/Ps/Dist- Deogarh-768108
Consumer No.- 4141-1401-1738

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Shyam Sundar Mahakul bearing Consumer No **4141-1401-1738** under DED, TPWODL, Deogarh stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

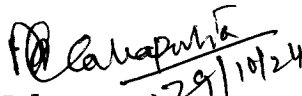
The Opposite Party has submitted ledger copy for the period from Sep'2016 to Sep'2024 in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 1kw with initial date of p/s 08.09.2016 as seen from the FG data base/ Samadhan App. On scrutiny it is found that, an amount of Rs 9247.07/- was debited in Aug'2024 for delay meter updating and it is seen that there is no scope for bill revision.

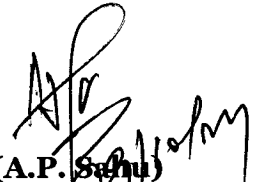
Hence, the instant case petition is hereby dropped.

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) Shyam Sundar Mahakul, At-Babusahi, New colony, Dist- Deogarh-768108.

(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".