

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [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/DED/ (Final Order)/ 2101 (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/767/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Santi Prakash Minz C/o-Birijina Minz At-Karadapal, Po-Gahiradam, Ps-Reamal, Dist- Deogarh-768121		4141-1553-1778	8117967264																																
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 &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. 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																																			

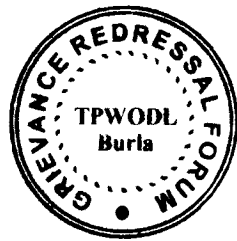
**Place of Camp:** ESO Office, Tileibani, TPWODL, Deogarh.

**Appeared**

**For the Complainant-** Santi Prakash Minz

Represented by Birijina Minz

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



**GRF Case No- BRL/767/2024**

(1) Santi Prakash Minz

C/o-Birijina Minz

At-Karadapal,

Po-Gahiradam,

Ps-Reamal,

Dist- Deogarh-768121

Consumer No.- 4141-1553-1778

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Santi Prakash Minz bearing Consumer No 4141-<sup>1553</sup>-1778 represented by Birijina Minz under DED, TPWODL, Deogarh stated about billing dispute from Mar'2016 to Oct'2018.

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 Dec'2014 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 resolved 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)

(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.P. Saha)

Member (Finance)  
Member

Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

President  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to:** - (1) Santi Prakash Minz, C/o-Birijina Minz, At-Karadapal, Po-Gahiradam, Ps-Reamal, Dist- Deogarh-768121.

(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](http://www.orierc.org) under the "head "Cases->"GRF".

Dev. Level

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

186  
20/10/24

Complaint No. 03  
GRIEVANCE REDRESSAL FORUM  
Received  
Consumer No. 4141-1553-1778

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

Mr. Santirakesh Minz  
AT - Karadapal, PO - Gahiradam  
PS - Rana Dist - Deogarh  
PIN - 768121

MOB - 817 967 264

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

S.D.O. TPWODL Deogarh

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

Revision of dispute bill from march 16 to Oct 18.

(4) Relief sought.

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

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

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

(8) ComplaintNo. allotted by the office of ESO/SDO/EE, if any.

Place: - Bhubaneswar

Date: - 20/10/2024

\* Please add additional sheets if necessary

Signature of the Applicant