

**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.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/SED/ (Final Order)/ 2280 (4)

Date: 31/12/24

Present:

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

1	Case No.	BRL/845/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanatan Swain H/O- Seema Swain (Consumer) Kalamati , Gosala Sambalpur		4118-3306-0472	8917487828
3	Respondent/s	S.D.O (E),Hirakud			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	07.12.2024			
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	07.12.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

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

Place of Camp: SDO Office, Hirakud, TPWODL

Appeared

For the Complainant- Sanatan Swain
Representative of Seema Swain

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

GRF Case No- BRL/845/2024

Sanatan Swain
H/O- Seema Swain (Consumer)
Kalamati, Gosala
Sambalpur
Consumer No.- 4118-3306-0472

VRS

SDO (Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sanatan Swain on behalf of Seema Swain has appeared in the hearing on Dt. 07.12.2024 at the camp held at SDO Office, Hirakud and submitted a written complaint wherein he has stated about billing dispute-meter is running fast according to him & has request to revise/rectify the same by testing the meter

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents in this case.

OBSERVATION

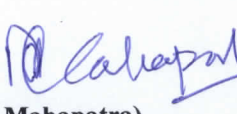
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is having doubt on the efficiency of the meter & recorded reading thereon where the complainant has stated that the meter is running fast & prayed to test the meter and revision of bills.

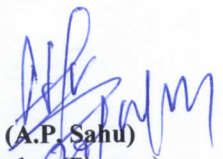
Hence it is the opinion of the Forum that the opposite party is supposed to test the meter on deposit of meter testing fees by the complainant of Rs.590.00 or as per rule as applicable & revise the bill w.r.t outcome of the meter testing report w.r.t law/regulation.


ORDER

1. Opposite party is directed to test the meter on deposit of meter testing fees by the complainant of Rs.590.00 or as per rule as applicable & revise the bill w.r.t outcome of the meter testing report w.r.t law/regulation.
2. The complainant is directed to deposit the meter testing fee as per rule on claim of opposite party.
3. Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.

Accordingly, the case is disposed of.


(B. Mahapatra)
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017


Copy to: -

1. Sanatan Swain, H/O- Seema Swain (Consumer), Kalamati , Gosala, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Hirakud, TPWODL, Sambalpur 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".)


President
Grievance Redressal Forum
TPWODL, Burla - 754017