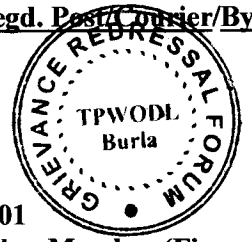


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Burla, Pin- 768017Email: 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/BNED/ (Final Order)/ 2276 (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/864/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Suratha Khamari Gumadera, Malipada Dist-Jharsuguda-768218		4172-2401-1346	9337013293
3	Respondent/s	S.D.O (E),Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	16.12.2024			
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	16.12.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Belpahar

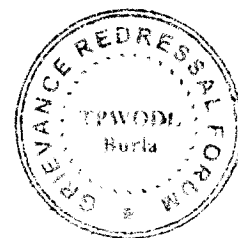
Appeared

For the Complainant- Suratha Khamari

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

GRF Case No- BRL/864/2024

Suratha Khamari
Gumadera, Malipada
Dist-Jharsuguda
Con No-4172-2401-1346



COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Suratha Khamari has appeared in the hearing on Dt. 16.12.2024 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein he has stated about billing dispute & has requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

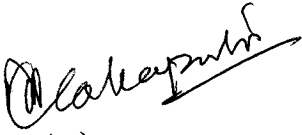
The opposite party has not submitted any relevant documents except a PVR carried out on Dt.19.12.2024 in this case.

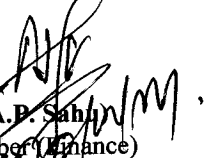
OBSERVATION

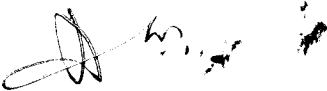
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 0.5KW with date of initial power supply on Dt.23.11.2018 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The above complainant is serving Act/PL bills with adjustment of PL amount in billing from time to time as per requirement & provision of law and it is found that there is no billing dispute. But during hearing the complainant has approached to this Forum to allow suitable instalment for clearance of arrear.

Hence the instance case petition is hereby dismissed as bears no merit with the direction to opposite party to allow suitable instalments so that the complainant can able to clear the outstanding dues & the complainant is also directed to apply for instalments to opposite party & take steps to clear the dues accordingly.

Accordingly, the case is disposed of.


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


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


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

1. Suratha Khamari, Gumadera, Malipada, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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.orienc.org under the "head "Cases-> "GRF".)