

**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 S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 71 (4)

Date: 28/02/2025

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|------------|----------------|---|---|---|--|---|---|---|---|---|---|---|--|---|------------------|---|-------------|---|-------------------|---|------------------------------|---|---------------------------------|---|---|---|------------------------------------|---|--------------------------|---|-------------------------|--|--|--|
| 1 | Case No. | BRL/87/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Jagadish Panda At-Main Road Brajarajnagar Dist-Jharsuguda | | 4171-0102-0590 | 7008441094 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | S.D.O (Elect), Brajarajnagar | | | Division B.N.E.D, TPWODL, Brajarajnagar | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 20.02.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 20.02.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 28/02/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | ✓ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |


President
 Grievance Redressal Forum
 TPWODL, Burla, 768017

of Camp: SDO Office, Brajarajnagar

appeared



For the Complainant- Jagadish Panda

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

GRF Case No- BRL/87/2025

Jagadish Panda
At-Main Road Brajarajnagar
Dist-Jharsuguda
Consumer No-4171-0102-0590

VRS

SDO(Electrical), Brajarajnagar, TPWODL.

COMPLAINANT


OPPOSITE PARTY


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 enclosed herewith and keeping the application in original for maintenance of records by this Forum and the opposite party is instructed to take up the matter to resolve the grievance at their level with the direction to submit the compliance to this Forum within one month.

Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.

The complainant is at liberty to approach the Forum with necessary supporting documents if the complainant is not satisfied with the action/inaction of the opposite party.


B. Mahapatra 28/02/25
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Jagadish Panda, At-Main Road Brajarajnagar, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Brajarajnagar, 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.

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/87/2025)

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

GRIEVANCE REDRESSAL FORUM

Complaint No. No. Di. TPWODL, Burla Consumer No. 4171 0102-0590

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

Sri Jagdish Panda, At- Main Road Brajrajnagar
CN- 4171-0102-0590 Mob No- ~~7077118695~~
70084-41094

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

1 a

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

I am receiving the bill on provisional basis from July 1998 to Dec. 2002. The bill amount for the above period was very high. So the bill may kindly be revised.

- (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) Complaint No. allotted by the office of ESO/SDO/EE, if any.

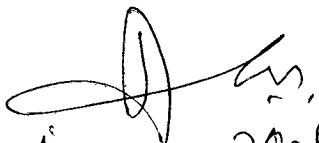
Place: - Brajrajnagar
Date: - 20/02/2025

* Please add additional sheets if necessary

Signature of the Applicant

From Samadhan App it is seen
that in the first bill, about 11000 units
have been billed, provisionally,
In the 2nd bill, 2802 is the reading and
has been billed for 2800 units, but
the first bill for about Rs 24000 has
not been adjusted,
The above amount may be
reversed.)

This case may be taken up
in CHP,


A. K. Chhapra
20/02/25.
20-02-2025