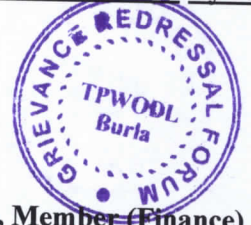


Grievance Redressal Forum
TPWODL, BURLA

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



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 147604

Date: 27/02/2024

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

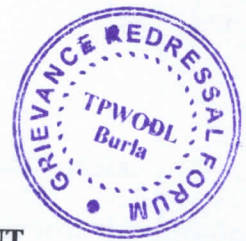
1	Case No.	BRL/52/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sabita Ranjana Swain S/o Raghunath Swain, At/Po- Simlipal,Lusura, Dist- Sambalpur-768106.	4164-3308-0179	9438005435/ 9777271977	
3	Respondent/s	SDO(Electrical) Rairakhol,TPWODL	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	31.01.2024			
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	08.02.2024			
9	Date of Order	27/02/2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, Burla, TPWODL, Sambalpur.

Appeared

For the Complainant- Sri Sabita Ranjana Swain

For the Respondent - SDO(Elect.) Rairakhol, TPWODL, Sambalpur.



GRF Case No- BRL/52/2024

(1) Sri Sabita Ranjana Swain
S/o Raghunath Swain,
At/Po- Simlipal, Lusura,
Dist- Sambalpur-768106.
Consumer No.- 4164-3308-0179

COMPLAINANT

VRS

(1) SDO(Elect.) Rairakhol, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Sabita Ranjana Swain bearing Consumer No **4164-3308-0179** under SEED, TPWODL, Sambalpur stated about illegal demand of money by the TPWODL staffs alleging burning meter, non-functioning of display in meter and other allegations regarding installation of AC, cooler, motor etc. and submitted the copy of PVR dtd. 20.11.2023, approach slip, meter replacement report and electricity bill.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the PVR dtd. 07.02.2024 along with communication through mail dtd. 07.02.2024 in this case elaborating the material facts.

OBSERVATION

The case is pursued with all documents available in records and merit of the case. On examining the case in details, the Forum observed that the complainant has raised objection on illegal demand of money by the TPWODL staffs alleging burning meter, non-functioning of display in meter and other allegations regarding installation of AC, cooler, motor etc. and submitted the copy of PVR dtd. 20.11.2023, approach slip, meter replacement report and electricity bill. In this regard, the Forum feels that proper enquiry to be conducted by Vigilance wings of TPWODL to arrive on the conclusion on the matter cited above. Both parties were absent on date of hearing. However, SDO, Rairakhol has communicated through mail on 07.02.2024 elaborating the material facts. SDO, Rairakhol has stated that with reference to inspection report dtd. 20.11.2023 of Central Enforcement Team, the provisional assessment has been made u/s 126 for an amount of Rs 3,83,883/- with the remarks that it has been finalised by Enforcement Team with consolation to complainant for an amount of Rs 1,26,681/- where the complainant was agreed to pay but seeking for instalment facility to pay the same. In due course, the tampered meter has already been replaced with new meter.

Hence, the Forum is in the opinion that as the case is belonging to penalty u/s 126 so this Forum has no jurisdiction over the matter so dismissed the instant case petition but happy to see that finalisation has already been done by Enforcement Team which should be paid by the complainant as already agreed for the same. But, as the complainant has approached for instalment facilities, hence to make it success the Enforcement authority may be talked by SDO, Rairakhol and take steps accordingly to allow suitable instalments to clear the dues of penalty as per law/ procedure followed by department.

(B. Mahapatra)

(Co-Opted Member)
Co-opted Member

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

(A.P. Sahoo)

Member (Finance)
Member

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

(A.K. Satpathy)

President
President

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

Copy to: - (1) Sri Sabita Ranjana Swain, S/o Raghunath Swain, At/Po- Simlipal, Lusura, Dist- Sambalpur-768106.

(2) Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.

(3) Executive Engineer (Elect.), SEED, 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 - 768017