

Grievance Redressal Forum

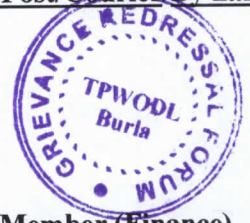
TPWODL, BURLA

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/SED/ (Final Order)/ 1503 (4)

Date: 27/02/24

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

| | | | | | |
|----|--|---|----------------|--|---|
| 1 | Case No. | BRL/56/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Sri Lipan Kumar Patel At/Po- Qtr. No.E-32/7,Burla, Dist- Sambalpur. | 4113-3307-0072 | 8249846725 | |
| 3 | Respondent/s | SDO(Electrical),Burla,TPWODL,Sambalpur | | Division S.E.D, TPWODL, Sambalpur | |
| 4 | Date of Application | 01.02.2024 | | | |
| 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 | 27/02/24 | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | √ |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

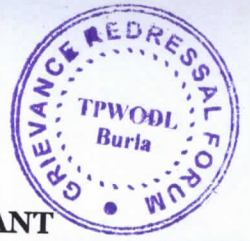

 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

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

Appeared

For the Complainant- Sri Lipan Kumar Patel

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



GRF Case No- BRL/56/2024

(1) Sri Lipan Kumar Patel
At/Po- Qtr. No.E-32/7, Burla,
Dist- Sambalpur.
Consumer No.- 4113-3307-0072

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Lipan Kumar Patel bearing Consumer No **4113-3307-0072** under SED, TPWODL, Sambalpur stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

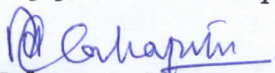
The Opposite Party has submitted the copy of PVR dtd. 08.02.2024, ledger copy for the period from Apr'2018 to Dec'2023, Bill amendment and correction note, application for applying NSC, money receipt dtd. 09.11.2023 of Rs 1282/-, Quarter allotment order in favour of Lipan Kumar Patel issued by SE, Main Dam Division, Burla.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 2kw with initial date of p/s 01.01.1990 as seen from the FG data base. The above complainant has been raised objection on billing dispute with prayer to revise the bill. In this regard, hearing was conducted on 08.02.2024 where the complainant was absent but the opposite was present and submitted the bill revision statement. Gone through the FG ledger and found an amount of Rs 1602/- was credited on 04.01.2024 and the outstanding on 09.02.2024 was of Rs 414.82/-.

Hence, the Forum is in the opinion that as the Opposite party has already been revise the bill and given the credit so resolved the billing dispute hence instant case petition is hereby dismissed.

Accordingly, the case is disposed of.


(B. Mahapatra)

(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Sri Lipan Kumar Patel, At/Po- Qtr. No.E-32/7, Burla, Dist- Sambalpur.

(2) Sub-Divisional Officer (Elect.), Burla, 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".