

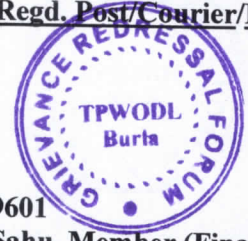
## Grievance Redressal Forum

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)



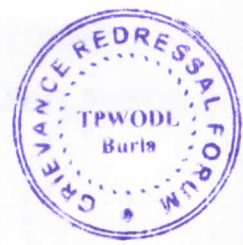
Ref: GRF/Burla/Div/DED/ (Final Order)/ 1894 (4)

Date: 30/08/24

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

1	Case No.	BRL/476/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Puspanjali Pradhan W/o-Rudramani Dehury At-Kailash Po- Teleibani, Dist- Deogarh.		4140-0103-0420	9692716118
3	Respondent/s	SDO(Electrical), Deogarh & EE(Elect.)DED,Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	18.07.2024			
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	18.07.2024			
9	Date of Order	29/08/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Puspanjali Pradhan  
Represented by Rudramani Dehury

**For the Respondent -** SDO(Elect.), Deogarh, TPWODL.

**GRF Case No- BRL/476/2024**

(1) Puspanjali Pradhan  
W/o-Rudramani Dehury  
At-Kailash  
Po- Teleibani,  
Dist- Deogarh.  
Consumer No.- 4141-0103-0420

**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Deogarh, TPWODL  
& EE(Elect.), DED, Deogarh

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Puspanjali Pradhan bearing Consumer No **4141-0103-0420** represented by Rudramani Dehury under DED, TPWODL, Deogarh stated about change of category from LI to DOM.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted w/s in this case.

**OBSERVATION**

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 has already been handed over in original to the opposite party keeping photocopy of the application for maintenance of records by this Forum to resolved the grievance at their level with the direction to opposite party to submit the compliance to this Forum within one month.

Hence the instance case petition is hereby dropped.

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

- Copy to:** - (1) Puspanjali Pradhan, At-Kailash, Po- Teleibani, Dist- Deogarh.  
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.  
(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](http://www.orierc.org) under the "head "Cases->"GRF".