

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 and SovanTripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2064

Date: 29/05/2025

Present:

Sri A.K. Satapathy, President

Sri Sovan Tripathy, Member(Finance)

1	Case No.	BRL/207/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Jayaram Bhoi C/o- Pratima Bhoi At/Po-Tuhilamal, Dist-Deogarh-768109		4141-1258-2418	9178058477																																
3	Respondent/s	SDO (Elect), TPWODL,Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	16.05.2025																																			
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																																				
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8	Date(s) of Hearing	16.05.2025																																			
9	Date of Order	29/05/2025																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

President
Grievance Redressal Forum
TPWODL, Burla - 768017



Appeared

For the Complainant- Jayaram Bhoi

Represented by Pratima Bhoi

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

GRF Case No- BRL/207/2025

(1) Jayaram Bhoi
C/o- Pratima Bhoi
At/Po-Tuhilamal,
Dist-Deogarh-768109
Consumer No.- 4141-1258-2418

COMPLAINANT

VRS

(1) SDO (Elect.), TPWODL, Deogarh

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.


(Sovan Tripathy)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Jayaram Bhoi, C/o- Pratima Bhoi, At/Po-Tuhilamal, Dist-Deogarh-768109.

(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 by this 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 at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/207/2025)

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. 04

Received

No.....

Consumer No. 4141-1258-2418

Dt.....

TPWODL, Burla

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

Pratima Bhoi
w/o - Jayaram Bhoi (Consumer)
AT - Tuhilamal, PO - Tuhilamal
PS - Reamal, Dist - Deogarh - 768109

9178058477

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

S.D.O. TPWODL, Deogarh

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

ମୋର ବ୍ୟତିକ୍ତି ବିଷୟରେ ଆମ୍ଭଙ୍କୁ ମୁଁ ଟଙ୍କା ଦେବାକୁ କହି, ମୋତେ
ଉଦ୍ଦିଷ୍ଟ ଦେବା ନ ଥାଏ. ମୋର ଦାବୀ ଟଙ୍କା ଗ୍ରହଣ କରି ନାହିଁ।
ସ୍ଥାନୀୟ ଗ୍ରାହକଙ୍କ ସହ ମୋର ଗାଳିପାଳି ମୋତେ କୁହାଯାଇଛି ଯେ କୌଣସି
ବ୍ୟତିକ୍ତି ଟଙ୍କା ଆସୁ ନାହିଁ। ମୁଁ ଦେବାକୁ କହିବାକୁ ଆସିବାକୁ କହିଲେ ମୋର
(4) Relief sought. କହିଲେ ଟଙ୍କା ଦେବାକୁ ମୋର ଆବେଦନ ଆସି ନାହିଁ।

- (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: - Telimunda
Date: - 16-05-2025

* Please add additional sheets if necessary


Pratima Bhoi
Signature of the Applicant
w/o - Jayaram Bhoi

found out from FF that the consumer
has paid the following amount which
has been taken into records,

1.	Rs 3000/-	on	20.11.2024
2.	Rs 2000/-		15.12.2024
3.	1000/-		15.01.2025
4.	3000/-		25.02.2025
5.	1150/-	-	29.03.2025
6.	100/-	-	26.04.2025
7.	110/-	-	16.05.2025

Amount
4111.00
upto Apr. 2025

Hence the tolerance that the paid amount
has not been taken into account, is not
correct. The bill is ok and the
appeal amount upto Apr. 2025 is Rs 4111.00,
which is correct.

 16.05.2025