

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

Bench: A.K.Satapathy, President and Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 21297

Date: 29/05/2025

Present:

Sri A.K. Satapathy, President  
Sri Sovan Tripathy, Member(Finance)

1	Case No.	BRL/216/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narayan Sahu At-Chapabahal, Po-Kelda, Dist-Deogarh-768110		4140-0103-1036	9777412904
3	Respondent/s	EE (Elect),DED,TPWODL,Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	17.05.2025			
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	17.05.2025			
9	Date of Order	29/05/2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

ared

For the Complainant- Narayan Sahu

Represented by Susmita Pradhan

For the Respondent - EE(Elect.), DED, TPWODL, Deogarh



**GRF Case No- BRL/216/2025**

(1) Narayan Sahu  
At-Chapabahal,  
Po-Kelda,  
Dist-Deogarh-768110  
Consumer No.- 4140-0103-1036

**COMPLAINANT**

**VRS**

(1) EE (Elect.), DED, 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

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: - (1) Narayan Sahu, At-Chapabahal, Po-Kelda, Dist-Deogarh-768110.**

**(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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/216/2025)



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

**GRIEVANCE REDRESSAL FORUM**  
Received  
No. 216/25 Consumer No. 4140-01031036  
Dt. ....  
TPWODL, Burla

Complaint No. 11

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

Name - Narayan Sahu  
AT - Chapabahal po - Kelda  
Pin - 768110

SC No - 4140, 0103, 1036  
Mob - 9777412904

- (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).

୨୦୧୭ ମସିହା ୨୦୨୪ ମସିହା ପର୍ଯ୍ୟନ୍ତ ବ୍ୟାପାର ମିଶ୍ର କରିବାକୁ  
କେବଳ ଏହି କିଛି ମାଧ୍ୟମରେ କେବଳ ଏହି ମିଶ୍ର କରିବାକୁ କଳାହସ୍ତି ।  
୨୦୨୪ ମସିହା ଏହି ମାଧ୍ୟମରେ ମିଶ୍ର କରିବାକୁ । ମିଶ୍ର କରିବାକୁ ଏହି ମାଧ୍ୟମରେ  
ସଞ୍ଚାଳନା କରାଯାଇଛି ।

- (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: - Baskote  
Date: - 17.05.25

\* Please add additional sheets if necessary

Sesoria Pradhan  
Signature of the Applicant

F/o - Narayan Sahu  
(Daughter-in-law)