

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)/ 211(4)

Date: 29/05/2025

Present:

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

1	Case No.	BRL/219/2025					
2	Complainant/s	Name & Address	Consumer No	Contact No.			
		Hemanta Bhoi At-Sibapali, Po-Kelda, Dist-Deogarh-768110	4140-0103-1900	9337213832			
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				

President
 Grievance Redressal Forum
 TPWODL, Burla - 768017



appeared

For the Complainant- Hemanta Bhoi

Represented by Laxmi Bhoi

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

GRF Case No- BRL/219/2025

(1) Hemanta Bhoi
At-Sibapali,
Po-Kelda,
Dist-Deogarh-768110
Consumer No.- 4140-0103-1900

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
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Hemanta Bhoi, At-Sibapali, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/219/2025)

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

Complaint No. 16

No. 219/23
Dt. 17-05-25
TPWODL, Burla

Consumer No. 4140.0103-1900

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

Name - Hemantha bhoi SC.No - 4140.0103-1900
AT - Sibapali, PO - Kelda Mob - 9337213832
Pin - 768110

- (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).

ହେଉଛି ଗଣିତର ଶୁଦ୍ଧତା ସମ୍ବନ୍ଧରେ ଲିଖିତ ନିବନ୍ଧ ଉପରେ ନିର୍ଦ୍ଦେଶ ଦିଆଯାଇଛି ।
ଏହାକୁ କିଛି ଲୋକଙ୍କୁ ଦେଖାଇ ଦିଆଯାଇଛି ଏବଂ ତାହାକୁ ନିମ୍ନ ଲିଖିତ ଲେଖକଙ୍କୁ ଦିଆଯାଇଛି ।
ତାହା ଉପଯୋଗୀ ଲେଖକଙ୍କୁ ।

- (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: - Badkote

Date: - 17-05-25

* Please add additional sheets if necessary

Signature of the Applicant

F/o - Hemantha bhoi