

**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)/ 217 GJ

Date: 29/05/2025

Present:

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

1	Case No.	BRL/229/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Soubhagya Behera At- Ratanpali, Po-Kudopada, Dist-Deogarh-768110		4140-0103-1055	8280811849
3	Respondent/s	EE (Elect),DED,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- Soubhagya Behera

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

GRF Case No- BRL/229/2025

(1) Soubhagya Behera
At- Ratanpali,
Po-Kudopada,
Dist-Deogarh-768110
Consumer No.- 4140-0103-1055

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) Soubhagya Behera, At- Ratanpali, Po-Kudopada, 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: Bhoingar, 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/229/2025)

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. 18 Received
No. Consumer No. 4140.0103-1055

Dr.
TPWODL, Burla

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

Name - Soubhagya Behera
AT - Patan Pali
P.O - Kusopada
Pin no - 768110

S.E no - 41400103/055
Mobile no - 8260811849

- (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).

୧. ୨୦୧୭ ମସିହା ଜୁଲାଇ ମାସ ୨୦ ତାରିଖ ଦିନ ମୁଁଙ୍କ ବାପାଙ୍କୁ ଶ୍ରମିକ ଓଡ଼ିଶା ପ୍ରତିଷ୍ଠାନରୁ ଶ୍ରମିକ ଓଡ଼ିଶା ପ୍ରତିଷ୍ଠାନ ନିକଟରେ
୨. ଶ୍ରମିକ ଓଡ଼ିଶା ପ୍ରତିଷ୍ଠାନରୁ ଶ୍ରମିକ ଓଡ଼ିଶା ପ୍ରତିଷ୍ଠାନ ନିକଟରେ
୩. ୨୦୧୭ ମସିହା ଜୁଲାଇ ମାସ ୨୦ ତାରିଖ ଦିନ ମୁଁଙ୍କ ବାପାଙ୍କୁ ଶ୍ରମିକ ଓଡ଼ିଶା ପ୍ରତିଷ୍ଠାନରୁ ଶ୍ରମିକ ଓଡ଼ିଶା ପ୍ରତିଷ୍ଠାନ ନିକଟରେ
୪. ୨୦୧୭ ମସିହା ଜୁଲାଇ ମାସ ୨୦ ତାରିଖ ଦିନ ମୁଁଙ୍କ ବାପାଙ୍କୁ ଶ୍ରମିକ ଓଡ଼ିଶା ପ୍ରତିଷ୍ଠାନରୁ ଶ୍ରମିକ ଓଡ଼ିଶା ପ୍ରତିଷ୍ଠାନ ନିକଟରେ

- (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: - Barkote

Date: - 17/5/2025

* Please add additional sheets if necessary

Soubhagya Behera
Signature of the Applicant

Soukhagye Behera, A140 0103 1055.

2.5 KW. Agriculture, D.O.P.S - 05-08-2013,

Observations

- (1) From May 2012 upto, Feb-2023, the bills were Ar/provisional without meter.
- (2) During Oct-2022, A meter sl. No, TPU 24606 was installed, but PR/Ar. continued upto Feb 2023.
- (3) From Mar 2023 upto Mar 2025, bills are actual but
- (4) In Dec-2023 another meter is installed with sl. No, 10052232, ^{doubtful}.

Order, The O.P. should reverse the bills from D.O.P.S viz 05-08-2013 upto Feb-2023 by taking the Ar. consumption of 6 months by taking.