

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 S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 315⁽⁴⁾

Date: 28.07.2025

Present:

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

1	Case No.	BRL/291/2025																																			
2	Complainant/s	Name & Address Bhabani Shankar Behera C/O-Tirthabasi Behera At/Po-Dantaribahal, Dist-Deogarh-768108	Consumer No 4141-1122-0145	Contact No. 8018854994																																	
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh																																	
4	Date of Application	16.07.2025																																			
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 5%;">X</td> <td style="width: 40%;">2. Billing Disputes</td> <td style="width: 5%;">✓</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																																				
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	16.07.2025																																			
9	Date of Order	28.07.2025																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

ce of Camp: SDO Office, Deogarh



appeared

For the Complainant- Bhabani Shankar Behera
Represented by Tirthabasi Behera

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

GRF Case No- BRL/291/2025

Bhabani Shankar Behera
C/O-Tirthabasi Behera
At/Po-Dantaribahal,
Dist-Deogarh
Consumer No-4141-1122-0145

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

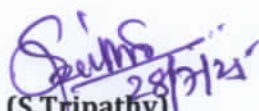
OPPOSITE PARTY

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.


(S.Tripathy)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. Bhabani Shankar Behera, C/O-Tirthabasi Behera, At/Po-Dantaribahal, , 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 by this order of the Grievance Redressal Forum, 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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/291/2025)

GRIEVANCE REDRESSAL FORUM
Received

Complaint No. 02 Consumer No. 6141-122-0145

No.
Dt.

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

29/7/25
Tirthabasi Behera
Bhabani Shankar Behera (Consumer)
AT/PO - Danturibahal
PS/Dt - Deogarh 768108

8018854994

- (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).

ମୁଁ ଟ୍ରାଫିକ୍ ଆଇନର ଅନୁଲୋଚନା କରିବା ପାଇଁ ଡି.ଏମ.ଏ.ସି. କୁ ଲେଖା କରିଥିଲି । କିନ୍ତୁ କିଛି କାର୍ଯ୍ୟ ହୋଇନାହିଁ । ଏ ସମ୍ବନ୍ଧରେ ଡି.ଏମ.ଏ.ସି.ରୁ ସମସ୍ତ ସୂଚନା ମିଳିବା ପରେ ଡି.ଏମ.ଏ.ସି.ରୁ କାର୍ଯ୍ୟ ହୋଇନାହିଁ । ଏହା ଉପରେ ମୁଁ ଡି.ଏମ.ଏ.ସି.ରୁ ଲେଖା କରିବା ପାଇଁ ଡି.ଏମ.ଏ.ସି.ରୁ କାର୍ଯ୍ୟ ହୋଇନାହିଁ । ଏହା ଉପରେ ମୁଁ ଡି.ଏମ.ଏ.ସି.ରୁ ଲେଖା କରିବା ପାଇଁ ଡି.ଏମ.ଏ.ସି.ରୁ କାର୍ଯ୍ୟ ହୋଇନାହିଁ ।

(Complaint sheet attached)

- (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: - Deogarh
Date: - 16-07-2025

* Please add additional sheets if necessary

Tirthabasi Behera

Signature of the Applicant

Father of Bhabani Shankar Behera