

Grievance Redressal Forum

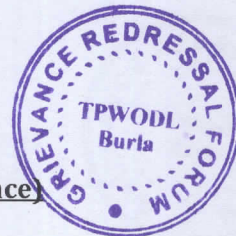
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 346CY

Date: 25.08.2025

Present:

Sri Ranjan Kumar Naik, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/343/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jharana Pradhan C/o-Indramani Pradhan At- Dalak Po-Karalagh Ps-Kundheigola, Dist-Deogarh-768109		4141-1303-1035	
3	Respondent/s	SDO (Elect) Deogarh,TPWODL,			Division D.E.D, TPWODL, Deogarh
4	Date of Application	19.08.2025			
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	19.08.2025			
9	Date of Order	25.08.2025			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Budhapal,TPWODL, Deogarh



Appeared

For the Complainant- Jharana Pradhan
Represented by Indramani Pradhan
For the Respondent - SDO(Electrical) Deogarh, TPWODL,

GRF Case No- BRL/343/2025

Jharana Pradhan
C/o-Indramani Pradhan
At- Dalak
Po-Karalagh
Ps-Kundheigola,
Dist-Deogarh-768109
Consumer No-4141-1303-1035

VRS

EE(Electrical) DED, TPWODL,Deogarh.

COMPLAINANT

OPPOSITE PARTY

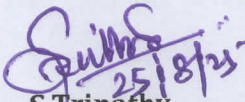
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith 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.

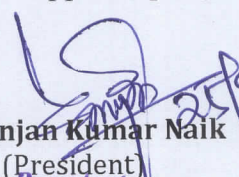
However, the opposite party is advised to resolve the case as per internal bill revision mechanism in force.

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


Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Jharana Pradhan, C/o-Indramani Pradhan,At- Dalak,Po-Karalagh,Ps-Kundheigola,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, 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/343/2025)

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

Complaint No. _____

Consumer No. 6141-1303-1035

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

Indrani Pandey Sp. Bakuli Pradhan
At - Dalak, Po - Karalaga,
Ps - Kundhigula, Dist. Deogarh
Mobile No. 768109

- (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).

ମାତ୍ର ଗୋଟିଏ ପ୍ରାଥମିକ ଉପକ୍ରମଣ ନି. କରାଯାଇ ନାହିଁ ଏବଂ ନାମକୃତ ସ୍ଥାନ ଉପରେ କୌଣସି କାର୍ଯ୍ୟ ନାହିଁ ।
ମୁଁ TPWODL June ମାସ 23.6.24 ରେ ଲେଖି ଥିଲି ଏବଂ ସ୍ଥାନୀୟ ଅଫିସରଙ୍କୁ ଏହାକୁ
2024 ରେ ଏହି 536.00 ଟଙ୍କାରେ ପ୍ରଦାନ କରିବାକୁ ନିର୍ଦ୍ଦେଶ ଦେଇଥିଲି ।
ମାତ୍ର ଗୋଟିଏ ମାତ୍ର ଗୋଟିଏ Re-connection କରିବାକୁ କିଛି କାର୍ଯ୍ୟ ନାହିଁ ଏବଂ କିଛି କାର୍ଯ୍ୟ ନାହିଁ ।
ଏହାକୁ 1500.00 payment କରିବାକୁ ନିର୍ଦ୍ଦେଶ ଦେଇଥିଲି । ଏହାକୁ ମାତ୍ର ଗୋଟିଏ ମାତ୍ର ଗୋଟିଏ କାର୍ଯ୍ୟ ନାହିଁ ।

- (4) Relief sought.

କାର୍ଯ୍ୟ ନାହିଁ, ମାତ୍ର ଗୋଟିଏ ଗୋଟିଏ କାର୍ଯ୍ୟ ନାହିଁ ଏବଂ କିଛି କାର୍ଯ୍ୟ ନାହିଁ ।
କାର୍ଯ୍ୟ ନାହିଁ, କିଛି କାର୍ଯ୍ୟ ନାହିଁ ଏବଂ କିଛି କାର୍ଯ୍ୟ ନାହିଁ ।
କାର୍ଯ୍ୟ 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.

NO

- (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: - Bondhupuri
Date: - 19.08.2025

* Please add additional sheets if necessary

Indrani Pandey
Signature of the Applicant
H/O - Indrani Pandey
(Consumer)