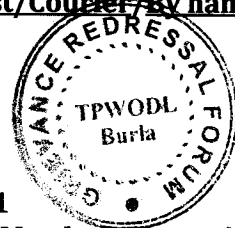


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 189 (4)

Date: 30/04/25

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/102/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Anupam Modi At/Po-Ratha Sahi, Purunagarh Dist-Deogarh-768119		4141-1413-1552	9437737000
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	21.02.2025			
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	07.03.2025			
9	Date of Order	30/04/25			
10	Order in favour of	Complainant		Respondent	Others   ✓
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** GRF Office, Burla

**Appeared**

**For the Complainant-** Anupam Modi (Absent)

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

**GRF Case No- BRL/102/2025**

Anupam Modi

At/Po-Ratha Sahi, Purunagarh,

Dist-Deogarh

Consumer No-4141-1413-1552

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

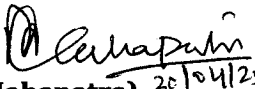
**GIST OF THE CASE**

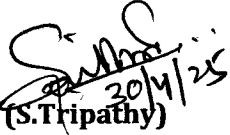
Sri Anupam Modi filed a written petition objected about the issue of faulty & inaccurate electricity usage readings on his account, despite the issue was brought to the notice of the authorities concerned through several correspondence made earlier. However, the complainant could not emphatically submit the period/nature of dispute along with other supporting documents.


The case being admitted, noticed was issued to both the parties for necessary office hearing on 07.03.2025, wherein both the parties remained absent. The complainant vide Letter No Nil Dt.07.03.2025 requested for an alternative hearing arrangement either through virtual hearing via video conferencing or through resolution based on the submitted documents. It is pertinent to mention here that the complainant had not submitted any relevant supplementary document in connection to the initial petition filed before the Forum. However, for the purpose of ease of hearing, approaching at nearby local area & giving justice to the complainant, another notice was served to the complainant to attend the hearing at the office of the Executive Engineer (Elec), DED, Deogarh on 16.04.2025 vide Letter No GRF/TPWODL/Burla/40 Dt.11.04.2025. But, neither the complainant nor any of his representative could attend the hearing on the afore mentioned date. The Forum noticed that despite repeated issuance of notices the complainant or any of his representative failed to appear for the scheduled Forum proceedings, which has led to unnecessary adjournments & wastage of the Forum's valuable time & resources.

Hence in the absence of relevant supplementary documents & necessary hearing to the case, the Forum is at constraint to pass necessary order. Therefore, the Case is hereby dropped.

Accordingly, the case is disposed of.

  
**B. Mahapatra**  
(Co-Opted Member)  
Co-opted Member  
Final Order (GRF Case No. BRL/102/2025)  
Consumer Redressal Forum  
TPWODL, Burla, 768012

  
(S. Tripathy)  
Member (Finance)  
Member  
Consumer Redressal Forum  
TPWODL, Burla, 768012

  
**A.K. Satapathy**  
(President)  
President  
Consumer Redressal Forum  
TPWODL, Burla, 768012

**Copy to: -**

1. Anupam Modi, At/Po-Ratha Sahi, Purunagarh, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/102/2025)