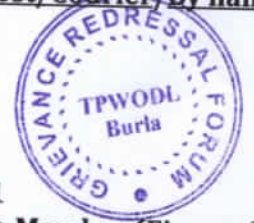


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 150 (4)

Date: 21/04/2025

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

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------|---------------------------------------|-------------------------------------------------------|---|----------------------------------------------------------------------------|---|-------------------------------------------------|---|-------------------------------------------|---|-----------------------------------------------------------------------------|---|------------------------------------------------------|---|------------------|---|-------------|---|-------------------|---|------------------------------|---|---------------------------------|---|-------------------------------------------------|---|------------------------------------|---|--------------------------|---|-------------------------|--|--|--|
| 1 | Case No. | BRL/168/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Matiash Tia At-Samasingha, Po-Parposi Ps-Laimura Dist-Deogarh-768108 | | 4141-1589-0515 | 9827658520 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | S.D.O (Elect), Deogarh | | | Division D.E.D, TPWODL, Deogarh | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 15.04.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | In the matter of- | <table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</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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| 15. Others (Specify) -X | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Section(s) of Electricity Act, 2003 involved | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | OERC Regulation(s) with Clauses | <table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table> | | | | 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 | | | | | | | | | | | | | | | | | | | | | |
| 1. OERC Distribution (Conditions of Supply) Code,2019 | ✓ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 15.04.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 21/04/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | ✓ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Place of Camp: ESO Office, Tileibani



Appeared

For the Complainant- Matiash Tia
Represented by Joseph Tigga

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

GRF Case No- BRL/168/2025

Matiash Tia
At-Samasingha, Po-Parposi
Ps-Laimura
Dist-Deogarh
Consumer No-4141-1589-0515

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

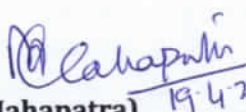
OPPOSITE PARTY

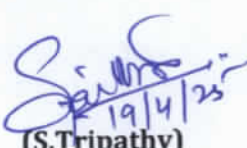
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith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


B. Mahapatra
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to:-


(S. Tripathy)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Matiash Tia, At-Samasingha, Po-Parposi, Ps-Laimura, 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/168/2025)

GRIEVANCE REDRESSAL FORUM

Complaint No. 23

Received
No.....
Dt.....

Consumer No. 414/15890515

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

BRU/168
25
2
Matiash tia (cons)

mob-9827658520

Joseph Tigga (son)

AT-Samesingha

PO-Patraposi

PS-Laimurda pin-768108, DIST-Deogarh

- (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).

provisioned and average billing on defective meter
period from feb 15 to may 19

- (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) ComplaintNo. allotted by the office of ESO/SDO/EE, if any.

Place: - Tilajbani
Date: - 15.04.25

* Please add additional sheets if necessary

Joseph Tigga.
Signature of the Applicant

(Sigh by son)