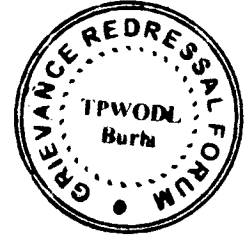


Grievance Redressal Forum

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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2714

Date: 30-6-2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/215/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Lambodara Behera F/O- Ajit Kumar Behera At-Dehuripali, Po-Palsama, Ps-Kundheigola Dist-Deogarh-768109		4140-0103-1213	6301419780																																
3	Respondent/s	E.E, (Elect),DED, Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	16.05.2025																																			
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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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																					
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8	Date(s) of Hearing	16.05.2025																																			
9	Date of Order	30-6-2025																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

President

Place of Camp: ESO Office, Reamal

Appeared

For the Complainant- Lambodara Behera
Represented by Ajit Kumar Behera



For the Respondent - E.E(Electrical), DED, Deogarh, TPWODL.

GRF Case No- BRL/215/2025

Lambodara Behera
F/O-Ajit Kumar Behera
At-Dehuripali, Po-Palsama,
Ps-Kundheigola
Dist-Deogarh
Consumer No-4140-0103-1213

COMPLAINANT

VRS

E.E(Electrical), DED, Deogarh, TPWODL.

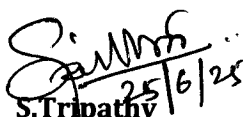
OPPOSITE PARTY


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


A.K. Satapathy
(President)
President

Copy to: - Grievance Redressal Forum

Grievance Redressal Forum

1. Ajit Kumar Behera, S/O-Lambodara Behera, At-Dehuripali, Po-Palsama, Ps-Kundheigola 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/215/2025)

688 C/P

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

Complaint No. 05

GRIEVANCE REDRESSAL FORUM

Consumer No. 414001031213

No. 215/25
Di. TPWODL, Burla

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

Agit Kumar Behara
Sp. Lambodar Behara
(Cons.)

At- Dehuripal PO - Palsama
Dist- Deogarh ps- Kundheigola
Pin- 768109 mob- 6301 419 780

- (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).

ମହୋଦୟ,
ମୋଟର ଯାନର ଲାଇସେନ୍ସ ବହିରୁ ମୋ ଲାଇସେନ୍ସ ନାହିଁ କିନ୍ତୁ
ମୋଟର ଯାନର ମୋଟିଭେ ୧୦,୦୦୦ ଗ୍ରାମା ଗାୟ ମୋର ଲାଇସେନ୍ସ ନାହିଁ କିନ୍ତୁ ମୋର ଲାଇସେନ୍ସ
କିମ୍ବା ମୋଟିଭେ ଯେଉଁ ଜାହାଜ ଯିବା ଲାଇସେନ୍ସ ରୁ ଅନାଧିକାରୀ ଗାୟୁଛି.

- (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: - Telimunda
Date: - 16/05/2025

* Please add additional sheets if necessary

Agit Kumar Behara
Signature of the Applicant

Sp. Lambodar Behara