

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)/ 274(4)

Date: 30-6-2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/225/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Lachhama Kalusai At/Po-Singasal, Ps-Barkote, Dist-Deogarh-768110		4140-0103-0387	8895152248
3	Respondent/s	E.E (Elect), DED,Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	17.05.2025			
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	17.05.2025			
9	Date of Order	30-6-2025			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Barkote

Appeared

For the Complainant- Lachhama Kalusai

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



GRF Case No- BRL/225/2025

Lachhama Kalusai

At/Po-Singasal, Ps-Barkote

Dist-Deogarh

Consumer No-4140-0103-0387

VRS

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

COMPLAINANT

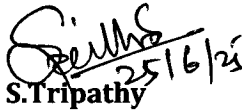
OPPOSITE PARTY

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


A.K. Satapathy
(President)
President

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Lachhama Kalusai, At/Po-Singasal, Ps-Barkote, 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:Bhoingar, 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/225/2025)

Complaint No. 07
GRIEVANCE REDRESSAL FORUM
Received
Consumer No. 414001030387
No.....
Di.....
TPWODL, Burla

(1) The name, detail address and telephone or mobile no. of the complainant with consumer no.
Name - Lachhama Kalusai
AT/PO - Singamal, PS - Barchote
Pin - 768110
SL - 4140-0103.0387
Mob. 8895152248

(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).
Complaint sheet attached.

(4) Relief sought. ଅଭିଯୋଗର ମାଧ୍ୟମରେ ଉପରୋକ୍ତ କାର୍ଯ୍ୟକ୍ରମ
କାର୍ଯ୍ୟକ୍ରମରେ କିଛି ସଂଶୋଧନ, ପ୍ରଦାନ
ଆବଶ୍ୟକ ଅଟେ ଏବଂ ଏହାକୁ ପ୍ରଦାନ କରାଯାଉ

(5) Any interim relief sought, pending final decision. ଏହାକୁ ମଧ୍ୟ ପ୍ରଦାନ କରାଯାଉ

(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: - Barchote
Date: - 17.5.2025

* Please add additional sheets if necessary

Signature of the Applicant
[Signature]