

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [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)/ 61(4)

Date: 28/02/2025

**Present:**

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

1	Case No.	BRL/24/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Rabi Sethi C/O-Dura Sethi At-Hariharpur, Po-Utunia, Dist-Deogarh-768109	4141-1369-1006	8895846659	
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	17.01.2025			
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	17.01.2025			
9	Date of Order	28/02/2025			
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, Budhapal

**Appeared**

**For the Complainant-** Rabi Sethi  
Represented by Dura Sethi

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

**GRF Case No- BRL/24/2025**

Rabi Sethi  
C/O- Dura Sethi  
At-Hariharpur, Po-Utunia,  
Dist-Deogarh  
Consumer No-4141-1369-1006

**VRS**  
SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

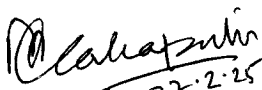
**OPPOSITE PARTY**

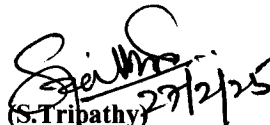
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith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

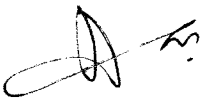
Hence the instance case petition is hereby dropped.

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** 22.2.25  
(Co-Opted Member)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**  
**Copy to:**

  
(S. Tripathy) 27/2/25  
Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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

1. Rabi Sethi, C/O-Dura Sethi, At-Hariharpur, Po-Utunia, 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.

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/24/2025)

CHP

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

GRIEVANCE REDRESSAL FORUM

Received

Complaint No. (3)

Consumer No. No.....

Di.....

TPWODL, Burla

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

Rabi Sethi

At - Hanikarpur, Post - Utunia

Dist - Deogarh - 768109

SC No - 4141-1369-1506

Mob. No - 8895846659

- (2) The local office, designation and detailed address of the officer, against whose action/inaction, the complaint is being filed.

- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

Higher side billing is being raised for which arrears has been accumulated.

- (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: - Buxthalpal

Date: - 17.01.25

\* Please add additional sheets if necessary

Signature of the Applicant

(Wife of Rabi Sethi)