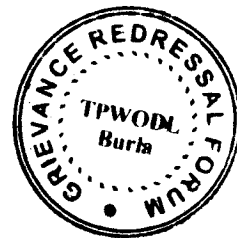


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: 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)/ 267 (4)

Date: 30-6-2025

Present:

Sri A.K. Satapathy, President

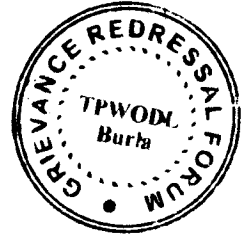
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/252/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sambari Bewa C/o-Prahallad Patra At/Po-Madhyapur, Ps-Barkote, Dist-Deogarh-768110		4141-1161-0333	9178749729
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	19.06.2025			
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	19.06.2025			
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: SDO Office, TPWODL, Deogarh



Appeared

For the Complainant- Sambari Bewa

Represented by Prahallad Patra

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

GRF Case No- BRL/252/2025

Sambari Bewa

C/o- Prahallad Patra

At/Po-Madhyapur,

Ps-Barkote,

Dist-Deogarh-768110

Consumer No-4141-1161-0333

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.


S. Tripathy

Member (Finance)

Member

**Grievance Redressal Forum
TPWODL, Burla - 768017**


A.K. Satapathy

(President)

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Copy to: -

1. Sambari Bewa, C/o- Prahallad Patra, At/Po-Madhyapur, Ps-Barkote, Dist-Deogarh-768110.
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/252/2025)

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. 4

No.....

Consumer No. 4141-1161-0333

Di.....

TPWODL, Burla

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

Name - Prahallad Patra (S/O Sambadi Rewa)
Cons.

Add: At: Madhyapur, B-Barkote.

Dist - Deogarh, PIN - 768110

MOB - 9178 749729

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

SDO - Elected 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).

✓ ମାଧ୍ୟମରେ .

କମ୍ପ୍ୟୁଟର କାର୍ଯ୍ୟ ସମସ୍ତ ମାଧ୍ୟମରେ କାର୍ଯ୍ୟକାରୀ
କରିବାକୁ ନାହିଁ, କାରଣ କାର୍ଯ୍ୟକାରୀ ନୁହେଁ ଏବଂ
କାର୍ଯ୍ୟ ନାହିଁ, କାର୍ଯ୍ୟକାରୀ ନୁହେଁ ଏବଂ କାର୍ଯ୍ୟକାରୀ ନୁହେଁ

- (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: - SDO - Deogarh

Date: - 19-06-2025

* Please add additional sheets if necessary

Prahallad Patra
Signature of the Applicant
(Son of consumer)