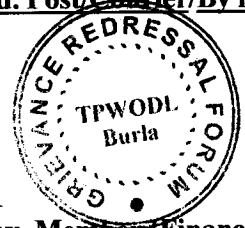


Grievance Redressal Forum

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)/ 59 (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/26/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhajman Dhal At-Rairatanpur, Po-Khundeigol, Ps-Kundheigola, Dist-Deogarh-768109		4141-1304-0225	
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	28/02/25			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			

President
Grievance Redressal Forum
TPWODL, Burla

Place of Camp: ESO Office, Budhapal

Appeared

For the Complainant- Bhajman Dhal

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



GRF Case No- BRL/26/2025

Bhajman Dhal
At-Rairatanpur, Po-Khundeigol, Ps-Kundheigola,
Dist-Deogarh
Consumer No-4141-1304-0225

COMPLAINANT

OPPOSITE PARTY

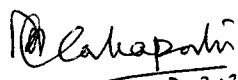
VRS
SDO(Electrical), Deogarh, TPWODL.


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 27.2.25
(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 - 76

1. Bhajman Dhal, At-Rairatanpur, Po-Khundeigol, 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.

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/26/2025)

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. _____

No.....

Consumer No.

4141-1304-0225

Di.....

TPWODL, Burla

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

Bhajan Bhal.

At- Ratanpur, PS- Kundhegola

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).

Average billing on defective meter

- (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: - Bhubaneswar

Date: - 17-01-2025

* Please add additional sheets if necessary

Signature of the Applicant