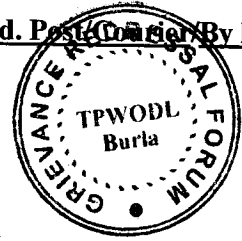


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

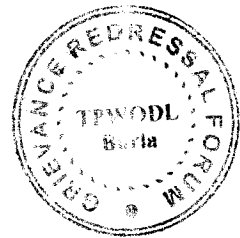
Ref: GRF/Burla/Div/DED/ (Final Order)/ 1692 (4)

Date: 27/04/24

**Present:**Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

|    |  |   |            |  |             |
|----|--|---|------------|--|-------------|
| 1  | Case No.                                     | BRL/350/2024  |            |  |             |
| 2  | Complainant/s                                | Name & Address  |            | Consumer No  | Contact No. |
|    |  | Malaki Tirki<br>At-Turanga,<br>Po/Ps-Kansar,Laimura,<br>Dist-Deogarh        |            | 4141-1507-0428                                       | 7538924146  |
| 3  | Respondent/s                                 | S.D.O (Elect),Deogarh   |            | Division<br>D.E.D, TPWODL,<br>Deogarh                |             |
| 4  | Date of Application                          | 25.04.2024  |            |  |             |
| 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                           | 25.04.2024  |            |  |             |
| 9  | Date of Order                                | 27/04/24  |            |  |             |
| 10 | Order in favour of                           | Complainant   | Respondent | Others   | √           |
| 11 | Details of Compensation awarded, if any.     | NIL   |            |  |             |

Place of Camp: Division Office, TPWODL, Deogarh



**Appeared**

**For the Complainant-** Malaki Tirki

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

**GRF Case No- BRL/350/2024**

Malaki Tirki

At-Turanga,

Po/Ps-Kansar,Laimura,

Dist-Deogarh

Consumer No-4141-1507-0428

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

The complainant as well as opposite party have appeared before the forum during hearing at site. The opposite party has requested during hearing to hand over the copy of application of the complainant along with documents for taking decisions at their level. This Forum feels that the complainant has lodged objection first time to opposite party which was coming under CHP (Complaint handing procedure) and hence, handed over the copy of the application to the opposite party to resolved the grievance with in compliance to this Forum within one month.

Hence, the case petition is hereby dismissed.

*Accordingly, the case is disposed of.*

**B. Mahapatra**

(Co-Opted Member)

**Co-opted Member**

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

**A.P. Sahu**

Member (Finance)

**Member**

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

**A.K. Satapathy**

(President)

**President**

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

**Copy to: -**

1. Malaki Tirki At-Turanga, Po/Ps-Kansar, Laimura, 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 either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, 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 Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF".)