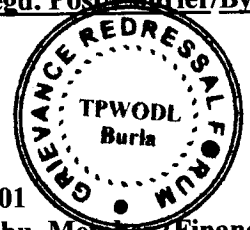


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



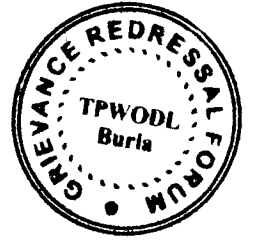
Ref: GRF/Burla/Div/DED/ (Final Order)/1924 (4)

Date: 24.09.2024

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

|    |  |  |            |  |             |
|----|--|--|------------|--|-------------|
| 1  | Case No.                                     | BRL/573/2024   |            |  |             |
| 2  | Complainant/s                                | Name & Address   |            | Consumer No  | Contact No. |
|    |  | Bibhuti Bhusan Patel<br>At/Po-Jharagogua,<br>Ps-Laimura,<br>Dist- Deogarh-768108 |            | 4141-1521-0004                                       | 9337900559  |
| 3  | Respondent/s                                 | SDO(Electrical), Deogarh   |            | Division<br>D.E.D, TPWODL,<br>Deogarh                |             |
| 4  | Date of Application                          | 28.08.2024   |            |  |             |
| 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                           | 28.08.2024   |            |  |             |
| 9  | Date of Order                                | 24.09.2024   |            |  |             |
| 10 | Order in favour of                           | Complainant  | Respondent | Others   | √           |
| 11 | Details of Compensation awarded, if any.     | NIL  |            |  |             |

**Place of Camp:** ESO Office, Parposi, Tileibani, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Bibhuti Bhusan Patel

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

**GRF Case No- BRL/573/2024**

(1) Bibhuti Bhusan Patel

At/Po-Jharagogua,

Ps-Laimura,

Dist- Deogarh-768108

Consumer No.- 4141-1521-0004

**VRS**

(1) SDO(Elect.), 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 application has already been handed over in original to the opposite party keeping photocopy of the application for maintenance of records by this Forum to resolved the grievance at their level with the direction to opposite party to submit the compliance to this Forum within one month.

Hence the instance case petition is hereby dropped.

*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. Satpathy)**

President  
*President*

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

**Copy to:** - (1) Bibhuti Bhusan Patel, At/Po-Jharagogua,,Ps-Laimura,Dist- Deogarh-768108.

(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".

Consumer advised to visit office to meet Mgr. Srf.  
P. Pratiky csl

GRIEVANCE REDRESSAL FORUM,

Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.

E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM

5/7/2024

Received

Complaint No. 39

No.....

Consumer No. 4141-1521-0004

Dt.....

TPWODL, Burla

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

Bibhuti Bhuvan Patel  
At/PO - Tharagoga  
B. Lalpur, Dist. Deogarh - 768108  
9337900559

(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).

ଆଜି ମୁଁ ଉପରୋକ୍ତ ବିଷୟରେ ଉକ୍ତ ନି. ୪୫୧୮୦-ନ ଅଫିସ୍, ବୁରାଗଞ୍ଜା  
ସ୍ୱାଗତୀୟ କର୍ମଚାରୀଙ୍କୁ ଠାକୁରାଣୀ ଅନୁରୋଧ କରୁଛି ।

(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: - P. Pratiky  
Date: - 28/8/24

By Bibhuti Bhuvan Patel

Signature of the Applicant

\* Please add additional sheets if necessary