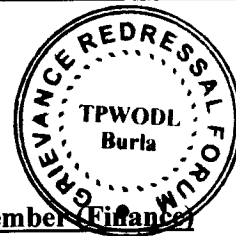


**Grievance Redressal Forum  
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2088<sup>(4)</sup>

Date: 30.10.2024

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

|    |  |   |            |  |                                       |
|----|--|---|------------|--|---------------------------------------|
| 1  | Case No.                                     | BRL/763/2024  |            |  |                                       |
| 2  | Complainant/s                                | Name & Address  |            | Consumer No  | Contact No.                           |
|    |  | Sashi Pradhan<br>C/o-Jayanti Pradhan<br>At-Dudhianali,<br>Po-Gohira Damsite,<br>Ps-Reamal,<br>Dist- Deogarh-768121  |            | 4141-1509-1556                                       |                                       |
| 3  | Respondent/s                                 | SDO(Electrical), Deogarh  |            |  | Division<br>D.E.D, TPWODL,<br>Deogarh |
| 4  | Date of Application                          | 23.10.2024  |            |  |                                       |
| 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 ✓<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004<br>3. OERC Conduct of Business Regulations, 2004<br>4. Odisha Grid Code (OGC) Regulation, 2006<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004<br>6. Others |            |  |                                       |
| 8  | Date(s) of Hearing                           | 23.10.2024  |            |  |                                       |
| 9  | Date of Order                                | 29.10.2024  |            |  |                                       |
| 10 | Order in favour of                           | Complainant   | Respondent | Others   | ✓                                     |
| 11 | Details of Compensation awarded, if any.     | NIL   |            |  |                                       |

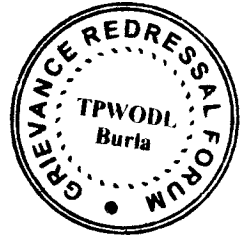
Place of Camp: ESO Office, Tileibani, TPWODL, Deogarh.

appeared

For the Complainant- Sashi Pradhan

Represented by Jayanti Pradhan

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



**GRF Case No- BRL/763/2024**

(1) Sashi Pradhan  
At-Dudhianali,  
Po-Gohira Damsite,  
Ps-Realmal,  
Dist- Deogarh-768121  
Consumer No.- 4141-1509-1556

**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Deogarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sashi Pradhan bearing Consumer No **4141-1509-1556** represented by Jayanti Pradhan under DED, TPWODL, Deogarh stated about billing dispute and issue separate new service connection.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

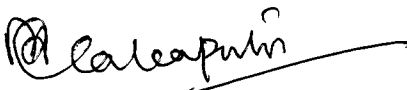
The Opposite Party has submitted ledger copy for the period from Apr'2014 to Sep'2024 in this case.

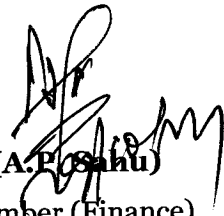
**OBSERVATION**

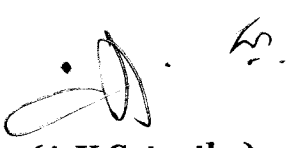
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is hereby enclosed herewith for reference of the opposite party keeping the original 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)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A. P. Sahu)  
Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

**Copy to:** - (1) Sashi Pradhan, At-Dudhianali, Po-Gohira Damsite, Ps-Realmal,  
Dist- Deogarh-768121.

(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".

Div. level  
Rev. from May-June-17 to Dec-18

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

E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM

Complaint No. 13

Consumer No. 4141-1509-1556

Received  
No. 16312  
Dis.  
TPWODL, Burla

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

Jayanti Pradhan  
40 - Sash Pradhan (Cons.)  
MT. Dushanali, PO - Gohira Damsite  
PO - Reamal Dist - Deogarh 768121

- (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).

Revision of Disputed bill & issue separate new <sup>sk</sup> connection

- (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: - Tilerban.

Date: - 23/10/2024

\* Please add additional sheets if necessary

Signature of the Applicant