

**Grievance Redressal Forum  
TPWODL, BURLA**

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

Email: [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)/

Date: 30/12/24

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

|    |  |   |            |  |                                       |
|----|--|---|------------|--|---------------------------------------|
| 1  | Case No.                                     | BRL/827/2024  |            |  |                                       |
| 2  | Complainant/s                                | Name & Address  |            | Consumer No  | Contact No.                           |
|    |  | Sursingh Danga<br>At-Saruali-I,<br>Po-Saruali,Ps-Barkote,<br>Dist- Deogarh-768110   |            | 4140-0103-1750                                       | 7894874693                            |
| 3  | Respondent/s                                 | EE(Electrical),DED, Deogarh   |            |  | Division<br>D.E.D, TPWODL,<br>Deogarh |
| 4  | Date of Application                          | 21.11.2024  |            |  |                                       |
| 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                           | 20.11.2024  |            |  |                                       |
| 9  | Date of Order                                | 30/12/24  |            |  |                                       |
| 10 | Order in favour of                           | Complainant   | Respondent | Others ✓   |                                       |
| 11 | Details of Compensation awarded, if any.     | NIL   |            |  |                                       |



**Appeared**

**For the Complainant-** Sursingh Danga

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

**GRF Case No- BRL/827/2024**

(1) Sursingh Danga

At-Saruali-I,

Po-Saruali, Ps-Barkote,

Dist- Deogarh-768110

Consumer No.- 4140-0103-1750

**COMPLAINANT**

**VRS**

(1) EE(Elect.), DED, Deogarh, TPWODL

**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 handling 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.

**(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) Sursingh Danga, At-Saruali-I, Po-Saruali, 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 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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

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

**GRIEVANCE REDRESSAL FORUM,**  
Qtr. No-SD 6/2, Sourav Vihar, Near NSC College, BURLA-768017.  
E-mail: grf.burla@tpwesternodisha.com

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100 Desh  
21/11/17

**GRIEVANCE REDRESSAL FORUM**  
**Received**

Complaint No. 12

No.....

Di.....

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

Suresh Danga  
AT. Saruahi, PO. Saruahi,  
PO. Baramkela, Dist. Deogarh  
PIN - 768110

MOB - 7894874693

SCN/0 - 4140-0103.1750

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

- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

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- (4) Relief sought for.

- (5) Any interim relief sought for, pending final decision.

- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum or any other Court. If so please give details.

- (7) Date of filing complain in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) Complain no. allotted by the office of ESO/SDO/EE, if any.

Place: - Sambalpur Baramkela

Date: - 21.11.17

*Suresh Danga*  
Signature of the Applicant