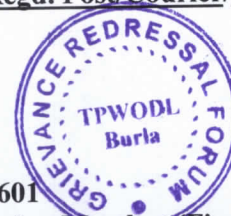


**Grievance Redressal Forum
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2249 (4)

Date: 31/12/24

Present:

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

| | | | | | |
|----|----------------------------------------------|-----------------------------------------------------------------------------|------------|------------------------------------------------------|---------------------------------------|
| 1 | Case No. | BRL/875/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Dibya Kisan At-Haridabahal, Po-Jharagogua, PS-Laimura Dist-Deogarh | | 4141-1559-0174 | |
| 3 | Respondent/s | S.D.O (Elect),Deogarh | | | Division D.E.D, TPWODL, Deogarh |
| 4 | Date of Application | 18.12.2024 | | | |
| 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 | 18.12.2024 | | | |
| 9 | Date of Order | 31/12/24 | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | √ |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

President

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

appeared

For the Complainant- Dibya Kisan

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



GRF Case No- BRL/875/2024

Dibya Kisan
At-Haridabahal, Po-Jharagogua, PS-Laimura
Dist-Deogarh
Consumer No-4141-1559-0174

VRS

SDO(Electrical), Deogarh, TPWODL.

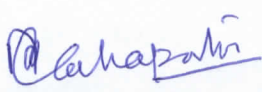
COMPLAINANT

OPPOSITE PARTY

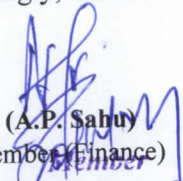
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith 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)

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)

President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:-
1. Dibya Kisan, At-Haridabahal, Po-Jharagogua, PS-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 under the "head "Cases-> "GRF".)

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. 875/24

Di. TPWODL, Burla

Consumer No. 414115590124 18/4/19

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

Dibya Kisan
AT- Hanikabahal
PO - Naragaon, B. Lalmura
Dist- Deogarh

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

C. 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).

Abnormal Billing Mar & Apr 2019

- (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: -

Date: -

* Please add additional sheets if necessary

Signature of the Applicant