

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)/ 2216 (4)

Date: 30/12/24

Present: Sri A.K.Satpathy, President.
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/900/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nalini Samal At/Po-Asanali,Katasahi-I, Dist- Deogarh.		4140-0103-0629	9078800365
3	Respondent/s	EE(Electrical), DED,Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	19.12.2024			
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	19.12.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			


President

Grievance Redressal Forum
TPWODL, Burla - 76

Place of Camp: Division Office, Deogarh, TPWODL.



Appeared

For the Complainant- Nalini Samal

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

GRF Case No- BRL/900/2024

(1) Nalini Samal
At/Po-Asanali, Katasahi-I
Dist- Deogarh
Consumer No.- 4140-0103-0629

COMPLAINANT

VRS

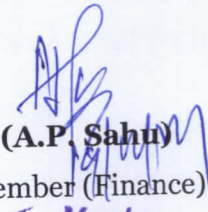
(1) EE(Elect.), DED, Deogarh, TPWODL


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 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.


(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) Nalini Samal, At/Po-Asanali, Katasahi-I, 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".

Complaint No. 10

Consumer No. 4140-0103-0829

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

Name - Nalini Samal
Add! - Asanali, Kalasahi - I
Deogarh

MOB - 9078800365

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

SDO - 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).

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କରୁ ଯାଉଛି । ମୋର ଟ୍ରେଡିଂ ନ ରେକର୍ଡିଂ କରାଯାଇ ଯାଉଛି ଏବଂ
କିଛି ଦିନ ପୂର୍ବରୁ ସମସ୍ତ କାର୍ଯ୍ୟକ୍ରମ ଫର୍ମ ପରମାନ୍ୟ ଭାବେ
କରାଯାଇଛି ।

- (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: - SDO - Deogarh

Date: - 19-12-2024

* Please add additional sheets if necessary

Nalini Samal
Signature of the Applicant