

## 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/SEED/ (Final Order)/

1864 (4)

Date:

31/07/24

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

1	Case No.	BRL/458/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nasir Khan C/O-Naseen (Brother) Kalibadi, Kunbharpada, Po/Dist- Sambalpur		4161-3405-0400	9777818392
3	Respondent/s	SDO(Electrical),Bhutapada, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	09.07.2024			
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	09.07.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** Office of ESO Golbazar, SEED, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Nasir Khan  
Represented by Naseen (Brother)

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



**GRF Case No- BRL/458/2024**

Nasir Khan  
C/O- Naseen (Brother)  
Kalibadi, Kunbharpada,  
Po/Dist- Sambalpur  
Consumer No.- 4161-3405-0400

**VRS**

SDO(Elect.), Bhutapada, TPWODL, Sambalpur


**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 has already been emailed to the opposite party to resolved the grievance at their level & to conduct the bill revision as per scope if any as well as meter to be tested as approached during hearing after receiving metre testing fees with reference to regulation 107 of OERC Distribution (Conditions of Supply) Code,2019 & take needful action as per the result of the test. The complainant is also supposed to deposit the meter testing fees to opposite party accordingly.

Hence the instance case petition is hereby dropped with the above mentioned directions & submit the compliance to this Forum within one month.

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. Nasir Khan, C/O- Naseen (Brother), Kalibadi, Kunbharpada, Po/Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Bhutapada, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
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".