



## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 1840(4)

Date: 31/07/24

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

1	Case No.	BRL/470/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bishnu Priya Behera C/O-Dilip Ku Behera At/Po-Ballam Dist-Deogarh		4140-0105-0034	9938041840
3	Respondent/s	S.D.O (Elect),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	18.07.2024			
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	18.07.2024			
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:** SDO Office, Deogarh

**Appeared**

**For the Complainant-** Bishnu Priya Behera  
Represented by Dilip Ku Behera

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



**GRF Case No- BRL/470/2024**

Bishnu Priya Behera  
C/o- Dilip Ku Behera  
At/Po-Ballam  
Dist-Deogarh  
Consumer No-4140-0105-0034

**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 has already been handed over in original to the opposite party keeping photocopy of the 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) 21/07/24  
(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. Satapathy  
(President)  
**President**

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

1. Bishnu Priya Behera, C/o- Dilip Ku Behera, At/Po-Ballam, 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](http://www.orierc.org) under the "head "Cases-> "GRF".)