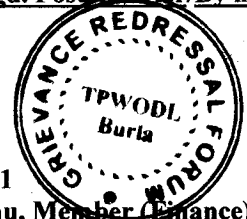


Grievance Redressal Forum  
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

**Bench: A.K.Satopathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/SED/ (Final Order)/ 1849 (4)

Date: 31/07/24

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

1	Case No.	BRL/491/2024			
2	Complainant/s`	Name & Address		Consumer No	Contact No.
		Chitrasen Mahana At-Kardola Po-Chipilima Sambalpur-768026		4118-3105-0191	7854048332
3	Respondent/s	S.D.O (E),Hirakud			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	26.07.2024			
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	26.07.2024			
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: ESO Office, Chipilima, TPWODL



**Appeared**

**For the Complainant-** Sri Chaturbhuj Pradhan

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

**GRF Case No- BRL/491/2024**

Chitrasen Mahana

At-Kardola

Po-Chipilima

Sambalpur-768026

Consumer No.- 4118-3105-0191

**VRS**

SDO (Electrical), Hirakud, 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 emailed to the opposite party 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) 31/07/24  
(Co-Opted Member)  
**Co-opted Member**

**Grievance Redressal Forum**

TPWODL, Burla - 768017, At-Kardola, Po-Chipilima, Dist- Sambalpur

(A. Dasgupta)  
Member (Finance)  
**Member**

**Grievance Redressal Forum**

TPWODL, Burla - 768017, At-Kardola, Po-Chipilima, Dist- Sambalpur

A.K. Satapathy  
(President)  
**President**

**Grievance Redressal Forum**

TPWODL, Burla - 768017

2. Sub-Divisional Officer (Elect.), Hirakud, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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". )