

**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 and SovanTripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 908 CU

Date: 29/05/2025

Present:

**Sri A.K. Satapathy, President
Sri Sovan Tripathy, Member(Finance)**

1	Case No.	BRL/211/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rambha Pradhan At-Nilagandia, Po-Tuhilamal, Dist-Deogarh		4141-1258-1635	9777424219
3	Respondent/s	SDO (Elect), TPWODL, Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.05.2025			
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	16.05.2025			
9	Date of Order	29/05/2025			
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- Rambha Pradhan

Represented by Mikun Pradhan

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

GRF Case No- BRL/211/2025

(1) Rambha Pradhan

At-Nilagandia,

Po-Tuhilamal,

Dist-Deogarh

Consumer No.- 4141-1258-1635

COMPLAINANT

VRS

(1) SDO (Elect.), TPWODL, Deogarh

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.

The complainant is at liberty to approach the Forum with necessary supporting documents if the complainant is not satisfied with the action/inaction of the opposite party.


(Sovan Tripathy)

Member (Finance)

Member

Grievance Redressal Forum

TPWODL, Burla - 768017


(A.K. Satpathy)

President

President

Grievance Redressal Forum

TPWODL, Burla - 768017

Copy to: - (1) Rambha Pradhan, At-Nilagandia, Po-Tuhilamal, 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 by this 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 at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/211/2025)

11/12

21/1/25

Complaint No. 13

No. Consumer No. 414112581635

TPWODL, Burla

- Name - Rambha Pradhan

PO - Tuhidamal

Mob-9777424219

Via - Recamal

Dist - Deogarh

- SBO. TWODL, Deoghar

- ଆମର ନିମ୍ନ ଯୋଗ୍ୟ ଲାଭକାରୀ ଆଗରୁ ଓ କିମ୍ବା ଡିମାଣ୍ଡିଙ୍ଗ୍
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ଏହାପାଇଁ ତାଙ୍କର ପୁଅଙ୍କ ନାମରେ ଗୋଷ୍ଠୀରେ ଉଲ୍ଲେଖ କରାଯାଇଛି ।

- (8) ComplaintNo. allotted by the office of ESO/SDO/EE, if any.

Place: - Nilgandia

Date: - 16/05/2025

* Please add additional sheets if necessary

Mikun Pradhan

Signature of the Applicant

(Grandson of Rambhadracharya)