

**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.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)**



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 48 (4)

Date: 31/01/2025

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/60/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Raju Behera At-Khasuapali, Padiabahal , Dist-Sambalpur-768112		4164-3205-0146	
3	Respondent/s	S.D.O (Elect),Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	24.01.2025			
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	24.01.2025			
9	Date of Order	31/01/2025			
10	Order in favour of	Complainant		Respondent	Others   ✓
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Hatibari

**Appeared**

**For the Complainant-** Raju Behera

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

**GRF Case No- BRL/60/2025**

Raju Behera  
At-Khasuapali, Padiabahal  
Dist-Sambalpur  
Consumer No-4164-3205-0146

**VRS**

SDO(Electrical), Rairakhol, 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 handling 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.

  
**B. Mahapatra**

(Co-Opted Member)

**Co-opted Member**

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

  
**A.K. Satapathy**

(President)

**President**

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

**Copy to:-**

1. Raju Behera, At-Khasuapali, Padiabahal, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, 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".)

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V. S. G. R. F.  
G. R. F.  
C. H. P.

GRIEVANCE REDRESSAL FORUM,  
Qtr. No-SD 6/2, Sourav Vihar, Near NSC College, BURLA-768017.

E-mail: grf.burla@tpwesternodisha.com

Received

No.....

Di.....

TPWODL, Burla

Complaint No. \_\_\_\_\_

BRL/60/25

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

Name: - Raju Ku Behara, Cons: - 416432050/46  
mob: - 8984864263 Address: - Khasupali, Padabahal  
Pin: - 756112

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

Hatibani section

- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

X ଆହୁର କରୁ ରହିବା କ୍ଷମା ପାଆନ୍ତି ।

କ୍ଷମା ଦିଆ ମଧ୍ୟରେ ପ୍ରସ୍ତୁତ ।

କ୍ଷମା ଦିଆ କ୍ଷମା କରାଯାଉଛି ।

- (4) Relief sought for.

₹ 5000/- ଟଙ୍କା ଦେବା କ୍ଷମା ଦିଆ  
କ୍ଷମା ଦିଆ କ୍ଷମା କରାଯାଉଛି ।

- (5) Any interim relief sought for, pending final decision.

- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum or any other Court. If so please give details.

- (7) Date of filing complain in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) Complain no. allotted by the office of ESO/SDO/EE, if any.

Place: - Sambalpur

Date: -

Proshanta  
Signature of the Applicant

meter charge date - 14-Feb-2023 (TW02040027)  
- 05.12.24 (TWSP51216112)

Period 707/06 to 1/23

Observation:- His present consumption found  
to be @ 40/month.

There scope of revision for  
more than 2 yrs.

May be taken in C.H.P.

R. Lakshmi