

**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 B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 140 (4)

Date: 8/04/2025

Present:

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

1	Case No.	BRL/88/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Laltu Gupta At-Near Jagannath Mandir Po-Brajrajnagar, Dist-Jharsuguda		4171-2106-0127	9040401565
3	Respondent/s	SDO (Elect),Brajrajnagar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	20.02.2025			
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	20.02.2025			
9	Date of Order	8/04/2025			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- Laltu Gupta

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

GRF Case No- BRL/88/2025

(1) Laltu Gupta
At-Near Jagannath Mandir
Po-Brajrajnagar,
Dist-Jharsuguda
Consumer No.- 4171-2106-0127

COMPLAINANT

VRS

(1) SDO(Elect.) Brajrajnagar, TPWODL


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.


(B. Mahapatra) 04/04/25
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)
President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -** (1) Laltu Gupta, At- At-Near Jagannath Mandir, Po-Brajrajnagar, Dist-Jharsuguda.
(2) Sub-Divisional Officer (Elect.) Brajrajnagar, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
(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/88/2025)