



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 S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 183 (4)

Date: 29/04/25

Present:

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

1	Case No.	BRL/145/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Mukundo Pradhan C/o-Mahendra Pradhan At/Po-Palkudor, Dist-Deogarh	4141-1556-0881	8328950382	
3	Respondent/s	SDO (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	26.03.2025			
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	26.03.2025			
9	Date of Order	29/04/25			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Mukundo Pradhan
Represented by Mahendra Pradhan

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

GRF Case No- BRL/145/2025

Mukundo Pradhan
C/o-Mahendra Pradhan
At/Po-Palkudor,
Dist-Deogarh
Consumer No-4141-1556-0881

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

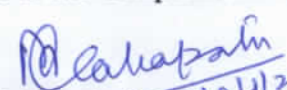
OPPOSITE PARTY

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 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 29/04/25
(Co-Opted Member)
Co-opted Member


(S. Tripathy) 29/4/25
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum
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1. Sri Mukundo Pradhan, C/o-Mahendra Pradhan, At/Po-Palkudor, 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, 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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/145/2025)

GRF
CTP

GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.
E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM

Complaint No. 13 Received Consumer No. 414/15560881
No. 145
Dt. 26.03.25
TPWODL, Burla

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

Musunde Pradham
S/o-Mahendra Pradham
AT-Palkudate
PO-Palkudate
Pin-768121, Dist-Deogarh

Mob-8328950382

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

S.D.O. Electrical Deogarh

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

ସ. ମୁଣ୍ଡେ ପ୍ରଦୀପ ମୋର ଗୃହର ଶିଳ୍ପ କିଛି କମ୍ପ୍ୟୁଟର ଅପରେଟିଭ୍ ଅଟେ ଏବଂ ଶିଳ୍ପ କିଛି ସାହଜି ତେଣୁ ତାହା କିଛି ସମାଧାନ କଲେ ମଧ୍ୟ ଆମର ଆବଶ୍ୟକତା ରହି ଉପସ୍ଥିତ ଅଟେ ।

- (4) Relief sought.

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

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

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

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

Place: - Tilalpur
Date: - 26.03.25

* Please add additional sheets if necessary

Mahendra Pradham
Signature of the Applicant