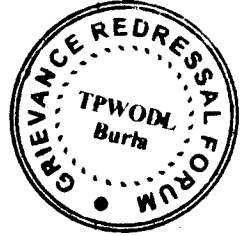


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President and Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 247(4)

Date: 25/6/2025

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

1	Case No.	BRL/240/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sriyanshu Pujari At-Near Hanuman Mandir, Po-Chipilima, Dist-Sambalpur-768025		4118-3107-0530	7978888714																																
3	Respondent/s	SDO (Elect), Hirakud, TPWODL, Sambalpur			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	13.06.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	13.06.2025																																			
9	Date of Order	25/6/2025																																			
10	Order in favour of	Complainant	Respondent	Others	√																																
11	Details of Compensation awarded, if any.	NIL																																			

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Chipilima, TPWODL, Sambalpur

Appeared

For the Complainant- Sriyanshu Pujari

For the Respondent - SDO(Elect.), Hirakud, TPWODL, Sambalpur



GRF Case No- BRL/240/2025

(1) Sriyanshu Pujari
At-Near Hanuman Mandir,
Po-Chipilima,
Dist-Sambalpur-768025
Consumer No.- 4118-3107-0530

COMPLAINANT

VRS

(1) SDO (Elect.), Hirakud, TPWODL, Sambalpur

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) Sriyanshu Pujari, At-Near Hanuman Mandir, Po-Chipilima, Dist-Sambalpur-768025.
(2) Sub-Divisional Officer (Elect.) Hirakud, TPWODL 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 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/240/2025)

GRIEVANCE REDRESSAL FORUM

Complaint No. _____ Received No. _____ Consumer No. 911831070530
Dt. _____

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

TPWQDL, Burla
Sriyanshu Pujari, Near Hanuman Mandir,
Chiplima, Sambalpur, Pin-768025, Ph-7978888714

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

Satupali

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

I raised a complaint on 16th May 2025 as electricity
was not working properly. The team visited the
same day and informed that the meter needs to
be replaced. I have received a bill for 373
units which I doubt may be due to the faulty meter.
Also voltage is consistently low from last few months.
I request to kindly replace the meter ASAP; also please

- (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: - 13.06.2025
Date: -

* Please add additional sheets if necessary

Sriyanshu Pujari
Signature of the Applicant