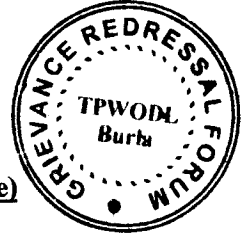


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/ 24642

Date: 25/06/2025

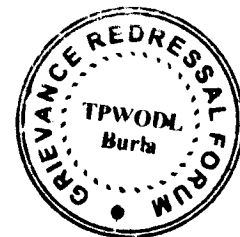
Present:

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

1	Case No.	BRL/243/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Akshaya Das At-Alind Chowk, Po-Hirakud, Dist-Sambalpur.		4118-3210-0114	7438804640																																
3	Respondent/s	SDO (Elect), Hirakud, TPWODL, Sambalpur			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	17.06.2025																																			
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 Consumer</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 Consumer	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			
1. Agreement/Termination	X	2. Billing Disputes	✓																																		
3. Classification/Reclassification of Consumer	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	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code, 2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004</td> <td></td> </tr> <tr> <td>3. OERC (Code of Business) Regulations, 2004</td> <td></td> </tr> <tr> <td>4. Odisha Gas Code (OGC) Regulation, 2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				1. OERC Distribution (Conditions of Supply) Code, 2019	✓	2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004		3. OERC (Code of Business) Regulations, 2004		4. Odisha Gas Code (OGC) Regulation, 2006		5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004		6. Others																					
1. OERC Distribution (Conditions of Supply) Code, 2019	✓																																				
2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004																																					
3. OERC (Code of Business) Regulations, 2004																																					
4. Odisha Gas Code (OGC) Regulation, 2006																																					
5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004																																					
6. Others																																					
8	Date(s) of Hearing	17.06.2025																																			
9	Date of Order	25/06/2025																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

(Signature)
President

Place of Camp: SDO Office, Hirakud, TPWODL, Sambalpur



Appeared

For the Complainant- Akshaya Das

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

GRF Case No- BRL/243/2025

COMPLAINANT

- (1) Akshaya Das
At-Alind Chowk,
Po-Hirakud,
Dist-Sambalpur
Consumer No-4118-3210-0114

VRS

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

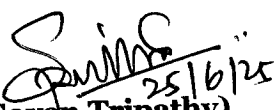
OPPOSITE PARTY

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) Akshaya Das, At-Alind Chowk, Po-Hirakud, Dist-Sambalpur.
(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-2/5A, 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/243/2025)

44
243/25
GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.
E-mail: grf.burla@tpwesternodisha.com

Complaint No.

①

GRIEVANCE REDRESSAL FORUM

Received

Consumer No.

411832100114

No.....

Di.....

TPWODL, Burla

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

Arhaya Das

Alond Chowk

Hizurad

mob-7438804640

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

SDO Hizurad

EE Hizurad PE

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

Bill Revision and convert from Commercial to domestic consumer.

- (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: - Hizurad.

Date: - 17/06/2025

* Please add additional sheets if necessary

Arhaya Das.
Signature of the Applicant