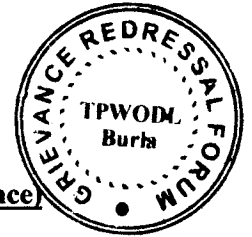


Grievance Redressal Forum

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)/

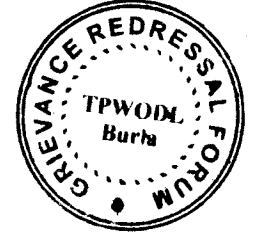
245(4)

Date: 25/06/2025

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

1	Case No.	BRL/244/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pramod Kumar Luhar At-Tarasingpada, Po-Hirakud, Dist-Sambalpur.		NSC	9861271795
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-	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	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			

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



Appeared

For the Complainant- Pramod Kumar Luhar

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

GRF Case No- BRL/244/2025

(1) Pramod Kumar Luhar
At-Tarasingpada,
Po-Hirakud,
Dist-Sambalpur

VRS

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

COMPLAINANT

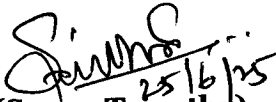
OPPOSITE PARTY

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.


(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) Pramod Kumar Luhar, At-Tarasinghpada, 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(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/244/2025)

744/25
GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.

E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM

Received

Complaint No. 85 No..... Consumer No.

Dt..... New Connection
TPWODL, Burla

UPAN No. TPW11074723

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

PRAMOD KUMAR LUHAR

Address → TARANSING PADA

Mob- 9861271795

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

SDO HIRAKUD, TPWODL

Sub-Division HIRAKUD.

- (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 have applied a new Connection in the name of my wife
i.e. Mrs. JYOTIRMAYEE LUHAR. But you section office not
allowing me to get New Connection by saying a arrears
amount found in the name of my father (Santosh Kumar
Luhar). So kindly allow me for new Connection.

- (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.

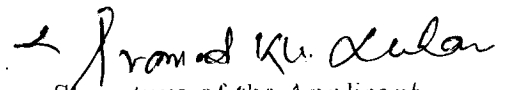
- (7) Date of filing complaint in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

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

Place: - 17.06.2025

Date: -

* Please add additional sheets if necessary


Signature of the Applicant