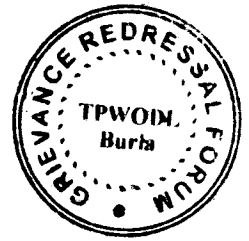


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601  
Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 265(4)

Date: 30-6-2025

**Present:**

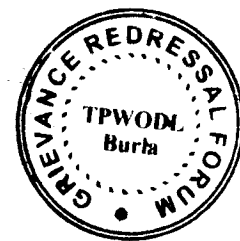
**Sri A.K. Satapathy, President  
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/254/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Arjun Behera At/Po-Madhyapur, Ps-Barkote, Dist-Deogarh-768110	4141-1161-0237	9337340124	
3	Respondent/s	SDO (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	19.06.2025			
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	19.06.2025			
9	Date of Order	30-6-2025			
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: SDO Office, TPWODL, Deogarh



**Appeared**

**For the Complainant-** Arjun Behera

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

**GRF Case No- BRL/254/2025**

Arjun Behera

At/Po-Madhyapur,

Ps-Barkote,

Dist-Deogarh-768110

Consumer No-4141-1161-0237

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

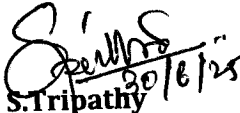
**OPPOSITE PARTY**


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.

  
S. Tripathy  
Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

**Copy to: -**

1. Arjun Behera, At/Po-Madhyapur, Ps-Barkote, Dist-Deogarh-768110.
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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/254/2025)

**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. 1 254/2025 Received  
No.....Consumer No. 4141-1161-0237  
Dt.....  
TPWODL, Burla

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

Name - Anjun Behera

SC NO. 4141-1161-0237

Add:- Madhyapur, Barkote

MOB - 9337340124

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

SDO, Elected 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).

ମାତ୍ର ଗୋଟିଏ କାର୍ଯ୍ୟକାରୀ କାର୍ଯ୍ୟକ୍ରମ ଗ୍ରହଣ କରିବା ପାଇଁ ଏହି କମ୍ପ୍ଲେଣ୍ଟ ଫାଇଲ୍ କରାଯାଇଛି ।  
ମାତ୍ର ଏହି କାର୍ଯ୍ୟକ୍ରମ ଗ୍ରହଣ କରିବା ପାଇଁ କୌଣସି କାର୍ଯ୍ୟକାରୀ କାର୍ଯ୍ୟକ୍ରମ ନାହିଁ ।

- (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.

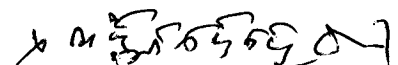
- (7) Date of filing complaint in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) ComplaintNo. allotted by the office of ESO/SDO/EE, if any.

Place: - SDO- Deogarh

Date: -

\* Please add additional sheets if necessary

  
Signature of the Applicant