

Grievance Redressal Forum

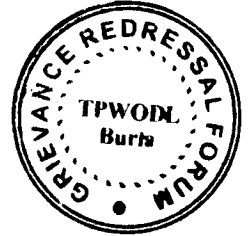
TPWODL, BURLA

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 S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 95641

Date: 30-6-2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/258/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sribanta Patel At-Bhatlaida, Dist-Jharsuguda	4135-2805-0286	8018340549	
3	Respondent/s	SDO (Elect), Jharsuguda-II		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	20.06.2025			
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	20.06.2025			
9	Date of Order	30-6-2025			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			

President

Place of Camp: ESO Office, Laikera

Appeared

For the Complainant- Sribanta Patel

For the Respondent - SDO(Elect),Jharsuguda-II, TPWODL.



GRF Case No- BRL/258/2025

Sribanta Patel

At-Bhatlaida

Dist-Jharsuguda

Consumer No-4135-2805-0286

VRS

SDO(Elect),Jharsuguda-II, 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


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

Copy to: -Grievance Redressal Forum

1. Sribanta Patel, At-Bhatlaida, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Jharsuguda-II, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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/258/2025)

signature of the Applicant