

Grievance Redressal Forum

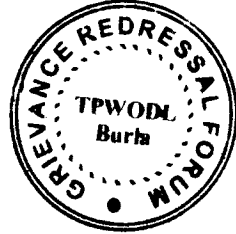
TPWODL, BURLA

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 Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 248(4)

Date: 25/6/2025

Present:

Sri A.K. Satapathy, President

Sri Sovan Tripathy, Member(Finance)

1	Case No.	BRL/262/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Muralidhar Parua C/o-Mani Parua At-Mayurdima, Po-Laikera, Dist-Jharsuguda		4135-2813-0004	9337608975																																
3	Respondent/s	SDO (Elect)-I,TPWODL,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	20.06.2025																																			
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																																				
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 Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid 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 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																					
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8	Date(s) of Hearing	20.06.2025																																			
9	Date of Order	25/6/2025																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

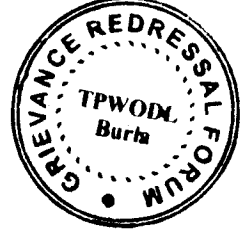
Place of Camp: ESO Office, Laikera, TPWODL, Jharsuguda

Appeared

For the Complainant- Muralidhar Parua

Represented by Mani Parua

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



GRF Case No- BRL/262/2025

(1) Muralidhar Parua

C/o-Mani Parua

At-Mayurdima,

Po-Laikera,

Dist-Jharsuguda

Consumer No.- 4135-2813-0004

COMPLAINANT

VRS

(1) SDO (Elect.)-II, TPWODL, Jharsuguda

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) Muralidhar Parua, C/o-Mani Parua, At-Mayurdima, Po-Laikera, Dist-Jharsuguda.
(2) Sub-Divisional Officer (Elect.)-II, TPWODL, Jharsuguda 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 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/262/2025)

26/2025

GRIEVANCE REDRESSAL FORUM
TPWODL, BURLA

Qtr.No.SD-6/2,Sourav Vihar, Near NAC College,

Burla-768017, Ph No.0663-2950601

Email:-Wesco_grf@Yahoo. in

GRIEVANCE REDRESSAL FORUM

Received

Complaint No-

No.....

Dt.....

TPWODL, Burla

- 1) The name, details address and telephone no/mobile no. of the complainant with consumer no.
MURALIDHAR PARUA CONS NO - 4135-2813-0004 Village-Mayur
MOB NO - 9837608975

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

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

ବେଲୁଆରୀର କାର୍ଯ୍ୟକାରୀ କରିବା ପାଇଁ Muralidhar Parua ନିଜର ଅନୁରୋଧ
ପ୍ରଦାନ କରିଛନ୍ତି । ତାହା କାର୍ଯ୍ୟକାରୀ କରିବା ପାଇଁ କାର୍ଯ୍ୟକାରୀ
କରିବା ପାଇଁ କାର୍ଯ୍ୟକାରୀ କରିବା ପାଇଁ । ଏହା ବ୍ୟତୀତ ଅନ୍ୟ
କୌଣସି କାର୍ଯ୍ୟକାରୀ କାର୍ଯ୍ୟକାରୀ କରିବା ପାଇଁ ।

- 4) Relief sought for.

- 5) Any interim Relief sought for, pending final decision.

- 6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, consumer Forum or any other Court. If so please give details.

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

- 8) Complain no. allotted by the office of ESO/SDO/EE. If any.

Place:-
Date:- 20.06.2025

(LTD of Mani Parua)
signature of the Applicant

(W/O. V Muralidhar Parua)