Grievance Redressal Forum
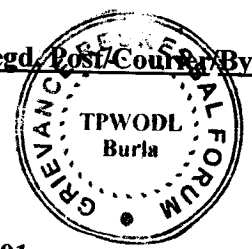## TPWODL, BURLA
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017
Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601
Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 1693 (4)　　　　Date: 27/04/24

Present:　　Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/351/2024		
2	Complainant/s	**Name & Address**	**Consumer No**	**Contact No.**
		Dolananda Pradhan At-Basupali, Po/Ps-Barkote Dist-Deogarh	4141-1101-0995	7608071840
3	Respondent/s	S.D.O (Elect),Deogarh		Division D.E.D, TPWODL, Deogarh
4	Date of Application	26.04.2024		

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	26.04.2024
9	Date of Order	27/04/24

10	Order in favour of	Complainant	Respondent	Others √
11	Details of Compensation awarded, if any.	NIL		

Place of Camp: ESO Office, Barkote, TPWODL, Deogarh

Appeared

For the Complainant- Dolananda Pradhan
                              Represented by Sri Somnath Pradhan
For the Respondent - SDO(Electrical),Deogarh, TPWODL.

GRF Case No- BRL/351/2024

Dolananda Pradhan   **COMPLAINANT**
At-Basupali,
Po/Ps-Barkote
Dist-Deogarh
Consumer No-4141-1101-0995

             VRS

SDO(Electrical), Deogarh, TPWODL.   **OPPOSITE PARTY**

The complainant as well as opposite party have appeared before the forum during hearing at site. The opposite party has requested during hearing to hand over the copy of application of the complainant along with documents for taking decisions at their level. This Forum feels that the complainant has lodged objection first time to opposite party which was coming under CHP (Complaint handing procedure) and hence, handed over the copy of the application to the opposite party to resolved the grievance with in compliance to this Forum within one month.

Hence, the case petition is hereby dismissed.

Accordingly, the case is disposed of.

B.Mahapatra)   (A.P.Sahu)   A.K. Satapathy
(Co-Opted Member)   Member(Finance)   (President)
Co-opted Member   *Member*   *President*
Grievance Redressal Forum   *Grievance Redressal Forum*   *Grievance Redressal Forum*
TPWODL, Burla - 768017   *TPWODL, Burla - 768017*   *TPWODL, Burla - 768017*

Copy to: -
  1. Dolananda Pradhan, At-Basupali, Po/Ps-Barkote, Dist-Deogarh.
  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 either by this order or due to non-implementation of the 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 on OERC website, www.orierc.org under the "head "Cases-> "GRF".)