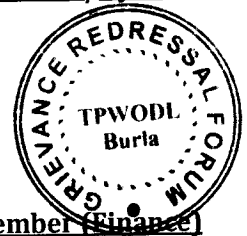


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President, S.K.Dora (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 428(4)

Date: 31.10.2025

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/401/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Prakash Chandra Pandey C/o-Late Narayan Pandey At-Tihura, Jamadarpali, Po-Jamadarpali, Dist-Sambalpur-768200		4110-0105-0803	9556473010
3	Respondent/s	EE (Elect), SED, TPWODL, Sambalpur			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	03.10.2025			
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	16.10.2025			
9	Date of Order	27.10.2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

Place of Camp: GRF Office, Burla, TPWODL, Sambalpur



Appeared

For the Complainant- Prakash Chandra Pandey

For the Respondent - EE(Electrical) SED, TPWODL

GRF Case No- BRL/401/2025

Prakash Chandra Pandey
C/o-Late Narayan Pandey
At-Tihura, Jamadarpali,
Po-Jamadarpali,
Dist-Sambalpur-768200
Consumer No-4110-0105-0803

VRS

EE(Electrical) SED, TPWODL

COMPLAINANT

OPPOSITE PARTY

ORDER

The complainant Sri Prakash Chandra Pandey filed the petition objected about single phasing of his supply since Aug'2025. The supply being operated for a paddy puller with a three-phase connection bearing consumer no-4110-0105-0803 at Tihura, Dist-Sambalpur under Small Industrial Tariff. That, due to no load availability in all the phases, the machineries attached to the site has not been operated and the business has been hampered with financial loss to him. That, the complainant had earlier approached the Licensee/the concerned JE(Elect.) regarding such issue but the same could not be resolved till date. Hence, finding no alternatives, the complainant approached the Forum for necessary intervention and settlement of the issue raised.

The case being admitted, notice was served to the both parties to appear before the Forum on 16.10.2025, wherein the complainant remained absent for hearing and the opposite party represented by Sri Prasanta Kumar Sahoo(DFM), SED, Sambalpur appeared before the Forum. The opposite party in reply to the case confirmed on record that a new Transformer has been installed on 10.10.2025 and three phase supply has been provided with steady power supply and urged before the Forum to consider the case as complied, since the power supply problem has already been resolved.

The petitioner filed by the complainant further submitted a written statement wherein he has admitted to such action taken by the opposite party and now the power supply issue has already been resolved. Since, the complaint has been resolved there is no further scope to adjudicate the case.

Hence, the instant case is hereby dismissed devoid of any merit.

Accordingly, the case is disposed of.

(S.K.Dora)
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017
Final Order (GRF Case No. BRL/401/2025)

(S.Tripathy)
Member (Finance)
Member

Grievance Redressal Forum

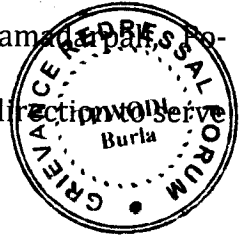
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Page 2 of 3

(Ranjan Kumar Naik)
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Prakash Chandra Pandey, C/o-Late Narayan Pandey, At-Tihura, Jamadarpali, Dist-Sambalpur-768200
1. Sub-Divisional Officer (Elect.) Ainthapali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
2. Executive Engineer (Elect.), SED, TPWODL, Sambalpur.
3. 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/401/2025)