

**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 B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 66 (4)

Date: 28/02/2025

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

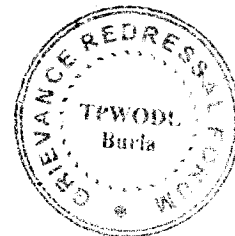
1	Case No.	BRL/54/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Durbadala Naik At/Po-Ghairpali Dist-Sambalpur-768112		4164-3206-0125	
3	Respondent/s	S.D.O (Elect), Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	24.01.2025			
5	In the matter of-	1. Agreement/Termination	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	24.01.2025			
9	Date of Order	28/02/2025			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

ce of Camp: ESO Office, Hatibari, TPWODL, Sambalpur

appeared

For the Complainant- Durbadala Naik

For the Respondent - SDO(Electrical), Rairakhol, TPWODL.



GRF Case No- BRL/54/2025

Durbadala Naik
At/Po-Ghairpali
Dist-Sambalpur-768112
Consumer No-4164-3206-0125

COMPLAINANT

VRS

SDO(Electrical), Rairakhol, TPWODL.

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 handling 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


(B. Mahapatra) 27.2.25

(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. Durbadala Naik, At/Po-Gahirpali, Dist-Sambalpur-768112.
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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 Forums."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/54/2025)

GRF
M
CHP
BRL/51/25

GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD 6/2, Sourav Vihar, Near NSC College, BURLA
E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM
Received
No.....
Dt.....
TFWODL, Burla

Complaint No. _____

4164 3206 0125

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

Name - Durbadala Naik
At - GalinPali
Pin - 768112
Phone -
Dist - Sambalpur

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

Hatibani Section

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

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- (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.

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- (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: - Sambalpur

Date: - 24.1.25

Signature of the Applicant