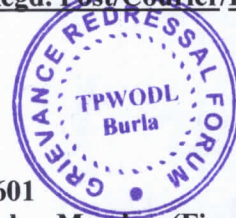


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 21814

Date: 30/12/24

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

1	Case No.	BRL/813/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Manas Ranjan Sahu C/o-Lalit Mohan Sahu At-Baniasahi Po/Ps/Dist- Deogarh.	4141-1402-0234	8456892961	
3	Respondent/s	SDO(Electrical), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	20.11.2024			
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	20.11.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

**Appeared**

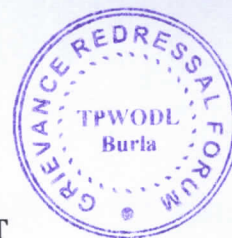
**For the Complainant-** Manas Ranjan Sahu

**For the Respondent -** SDO(Elect.), Deogarh, TPWODL.

**GRF Case No- BRL/813/2024**

(1) Manas Ranjan Sahu  
C/o-Lalit Mohan Sahu  
At-Baniasahi  
Po/Ps/Dist- Deogarh  
Consumer No.- 4141-1402-0234

**COMPLAINANT**



**VRS**

(1) SDO(Elect.), Deogarh, 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 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.

**(B. Mahapatra)**

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

**(A.P. Sahu)**

Member (Finance)  
*Member*  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**(A.K. Satpathy)**

President  
*President*  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Manas Ranjan Sahu, C/o-Lalit Mohan Sahu, At-Baniasahi, Po/Ps/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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 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](http://www.orierc.org) under the "head "Cases->"GRF".



Complaint No. 03

No. ....

Dt. ....

TPWODL, Burla

Consumer No. 4141-1402-02381

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

Manas Ranjan Sahu  
Go. Lalit Mohan Sahu  
AT- Baniasahi, PO/PS/Dist- Deogarh

8456892961

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

S.D.O. TPWODL Deogarh

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

Complaint sheet attached

- (4) Relief sought.

- (5) Any interim relief sought, pending final decision.

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

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

- (8) ComplaintNo. allotted by the office of ESO/SDO/EE, if any.

Place: - Deogarh

Date: - 20-11-2024

\* Please add additional sheets if necessary

Manas Ranjan Sahu  
Signature of the Applicant