

**Grievance Redressal Forum  
TPWODL, BURLA**

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

Email: [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)**



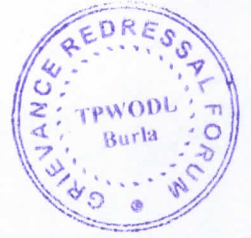
Ref: GRF/Burla/Div/DED/ (Final Order)/ 2183 (4)

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/815/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ranjulata Munda At-Patrapali, Ward no-9 Po/Ps/Dist- Deogarh.		4141-1412-0518	8456010153
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			

**Place of Camp:** Division Office, Deogarh, TPWODL.



**Appeared**

**For the Complainant-** Ranjulata Munda

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

**GRF Case No- BRL/815/2024**

(1) Ranjulata Munda  
At-Patrapali, Ward no-9  
Po/Ps/Dist- Deogarh  
Consumer No.- 4141-1412-0518

**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) Ranjulata Munda, At-Patrapali, Ward no-9, 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) 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".



GRIEVANCE REDRESSAL FORUM  
Received

No.....  
Dt.....  
TPWODL, Burla

**Signature of the Applicant**