

**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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

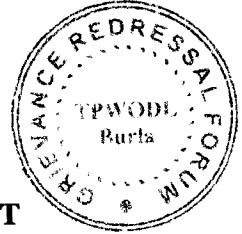
Ref: GRF/Burla/Div/SED/ (Final Order)/ 21894)

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/839/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Pitambar Oram C/o-Late NiraOram At-Densargi(Kenalpada), Po-Bareipali, Dist- Sambalpur.		4117-2310-0432	7606016049																																
3	Respondent/s	SDO(Electrical), Ainthapali			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	25.11.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>√</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	25.11.2024																																			
9	Date of Order	30/12/24																																			
10	Order in favour of	Complainant	Respondent	Others	√																																
11	Details of Compensation awarded, if any.	NIL																																			

Office of Camp: SDO Office, Ainthapali, TPWODL, Sambalpur.



appeared

For the Complainant- Pitambar Oram

For the Respondent - SDO(Elect.), Ainthapali, TPWODL.

**GRF Case No- BRL/839/2024**

(1) Pitambar Oram  
C/o-Late Nira Oram  
At-Densargi(Kenalpada),  
Po-Bareipali,  
Dist- Sambalpur  
Consumer No.- 4117-2310-0432

**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Ainthapali, 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

Member (Finance)  
Member

Grievance Redressal Forum  
TPWODL, Burla - 768017

**(A. K. Satpathy)**

President  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: - (1)** Pitambar Oram, C/o-Late Nira Oram, At-Densargi(Kenalpada), Po-Bareipali, Dist- Sambalpur.

**(2)** Sub-Divisional Officer (Elect.), Ainthapali, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.

**(3)** Executive Engineer (Elect.), SED, TPWODL, Sambalpur.

**(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,**  
Qtr. No-SD 6/2, Sourav Vihar, Near NSC College, BURLA-768017.  
E-mail: grf.burla@tpwesternodisha.com

02  
800 Antler  
25/11/24

**GRIEVANCE REDRESSAL FORUM**  
*Received*

Complaint No. \_\_\_\_\_

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

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

✓ Nitra Oram

At:- Densorgi (Keral pada)

PO:- Barseipali

Dist:- Sambalpur

MOB NO - 7606016049

S/C No:- 411723100432

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

ESO - Barseipali

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

- 839  
24
- (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.

- (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: - 25-11-2024

*pitambor Oram*  
Signature of the Applicant