



**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 S.Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 94 (4)

Date: 28/02/2025

**Present:**

**Smt A.K. Satapathy, President  
Smt B.Mahapatra (Co-opted Member)  
Smt S.Tripathy Member(Finance)**

1	Case No.	BRL/932/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kartika Chandra Barik Gainpura, Dhama Dist- Sambalpur-768113		NSC Applied	9583032204
3	Respondent/s	SDO (E), Dhanupali, TPWODL, Sambalpur			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	17.12.2024			
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	07.01.2025/11.02.2025			
9	Date of Order	28/02/2025			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
**President**

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

**Appeared**

**For the Complainant- Absent**

**For the Respondent - Absent.**

**GRF Case No- BRL/932/2024**

Kartika Chandra Barik

Gainpura, Dhama

Dist-Sambalpur

Consumer No- NSC Applied

**VRS**

SDO(Elect.), Dhanupali, TPWODL



**COMPLAINANT**

**OPPOSITE PARTY**

The complainant filed the petition objected about no new service connection (NSC) extended to his premises in spite of several request made earlier. The complainant averred that an application for new service connection for domestic purposes was applied on 15.03.2023 for a load of 5KW. On demand of LT-Extension fees, the complainant has deposited Rs.9440/- on 17.07.2023 in addition to the earlier deposit of Rs.8335/- towards initial deposit fees for processing of application. The complainant asserted that LT-Extension was carried out after ~~one~~ months of initial application made but then, no service connection was finally extended to his premises. The complainant also submitted that an effort was made to avail temporary supply. However, the Licencee subsequently levied penalty for unauthorized usage which was false and frivolous. In this contest, the complainant submitted the copies of initial application for power supply vide application No TPW10347384, Dt. 15.03.2023, a copy of money receipt indicating deposit of Rs.9440/- towards LT-Extension fees and the copy of Physical Verification Report drawn on 13.06.2024. Hence, the complainant prayed for an early extension of power supply being suffered and harassed a lot in getting necessary power & requested for exemption of penalty charges levied against his premises.

The case being admitted notice was issued to both the parties for hearing on 17.01.2025, but both the parties remained absent. The case was deferred to another date on 11.02.2025, wherein neither of the parties remained present on the date of hearing.

Hence, after giving sufficient reasonable time for due adjudication to the case, the complainant neither paid any heed to the petition filed, nor, requested for any time extension to the case and remained absent for hearing, diminishing the importance of petition filed, the time & value of the Forum.

The instant petition is hereby dismissed.

Accordingly, the case is disposed of.

**B.Mahapatra**

(Co-Opted Member)

**Co-Opted Member**

**Grievance Redressal Forum**

1. Kartika Chandra Barik, Gainpura, Dhama, Dist-Sambalpur,

2. Sub-Divisional Officer (Elect.) Dhanupali, 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.

**(S.Tripathy)**

Member (Finance)

**Member**

**Grievance Redressal Forum**

**A.K. Satapathy**

(President)

**President**

**Grievance Redressal Forum**

**TPWODL, Burla, 768017**

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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/932/2024)