

Grievance Redressal Forum

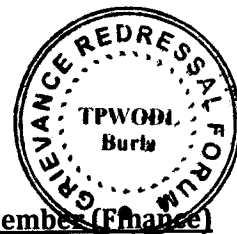
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 592(4)

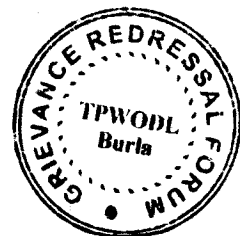
Date: 31.12.25

Present:

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/530/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Md. Hussain C/o- Md. Qayyum At-Ward no.05, (Teli Bhatta), Near Madarsa Po-Main Post Office, Dist-Jharsuguda.		4135-1202-0051	9853314408		
3	Respondent/s	S.D.O (Elect)-II, Jharsuguda,TPWODL			Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	09.12.2025					
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	09.12.2025					
9	Date of Order	31.12.25					
10	Order in favour of	Complainant		Respondent		Others	✓
11	Details of Compensation awarded, if any.		NIL				



Place of Camp: SDO-II Office, TPWODL, Jharsuguda

Appeared

For the Complainant- Md. Hussain

Represented by Md. Qayyum

For the Respondent - SDO(Elect.)-II, Jharsuguda, TPWODL.

GRF Case No- BRL/530/2025

COMPLAINANT

Md. Hussain

C/o- Md. Qayyum

At-Ward no.05, (Teli Bhatta),

Near Madarsa

Po-Main Post Office,

Dist-Jharsuguda

Consumer No-4135-1202-0051

VRS

SDO(Elect.)-II, Jharsuguda, 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.

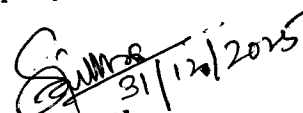
However, the Opposite Party is advised to resolve the case as per internal bill revision mechanism in force.

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


S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Md. Hussain, C/o- Md. Qayyum, At-Ward no.05, (Teli Bhatta), Near Madarsa, Po-Main Post Office, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/530/2025)