

CHP

SDO Bhutapada

GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.
E-mail: grf.burla@tpwesternodisha.com

Complaint No. 01 **GRIEVANCE REDRESSAL FORUM**
Received No. Consumer No. 46600130484
Dt.

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.
ROHAIYA NOORI BROTHER in Law MOTOUH ALAM
SUN CITY APARTMENT Dhankanda Sambalpur 768006
At PO - Sunity Apartment, P.O. - Dhankanda,
Mob. No - 9237591323
- (2) The local office, designation and detailed address of the officer, against whose action/ inaction, the complaint is being filed.
SDO, Bhutapada,
- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).
I received the billing bill 32000 thousand please solve
this matter consumer Number - 46600130484
I have paid monthly bill month to month
- (4) Relief sought.
Not to disconnect the without any
fault or liability of mine
and restore my billing fault.
- (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) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: - Bhutapada, Sambalpur.
Date: - 07/07/2025

* Please add additional sheets if necessary

(Md. Towhid Alam)
Md. Towhid Alam
Signature of the Applicant
Brother-in-law of
Rohaiya Noori - Consumer,

**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: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 30349

Date: 28.07.2025

Present:

Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/275/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rokaiya Noori C/O- Md.Tousif Alam(Bother-in-law) At/Po- Sun City Apartment, Dhankauda, Dist-Sambalpur-768006		4160-0113-0484	9237591323
3	Respondent/s	EE (Elect), SEED, TPWODL, Sambalpur			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	07.07.2025			
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	07.07.2025			
9	Date of Order	28.07.2025			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Bhutapada, TPWODL, Sambalpur

Appeared

For the Complainant- Rokaiya Noori

Represented by Md.Tousif Alam(Bother-in-law)

For the Respondent - EE(Elect), SEED, TPWODL,Sambalpur.



GRF Case No- BRL/275/2025

Rokaiya Noori

At/Po- Sun City Apartment, Dhankauda,

Dist-Sambalpur-768006.

Consumer No-4160-0113-0484

VRS

EE(Elect) SEED, TPWODL,Sambalpur.

COMPLAINANT

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.

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


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. Rokaiya Noori, C/o- Md.Tousif Alam(Bother-in-law), At/Po- Sun City Apartment, Dhankauda,Dist-Sambalpur-768006.
2. Sub-Divisional Officer (Elect.) Bhutapada, 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.

"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/275/2025)