

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 311(4)

Date: 28.07.2025

**Present:**

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

|    |                                              |                                                                             |   |                                                      |                                               |
|----|----------------------------------------------|-----------------------------------------------------------------------------|---|------------------------------------------------------|-----------------------------------------------|
| 1  | Case No.                                     | BRL/295/2025                                                                |   |                                                      |                                               |
| 2  | Complainant/s                                | Name & Address                                                              |   | Consumer No                                          | Contact No.                                   |
|    |                                              | Beda Suna<br>At-Jhankarpada, Gumadera,<br>Dist-Jharsuguda-768218            |   | 4172-2404-0794                                       | 8658126059                                    |
| 3  | Respondent/s                                 | SDO (Elect), Belpahar                                                       |   |                                                      | Division<br>B.N.E.D, TPWODL,<br>Brajarajnagar |
| 4  | Date of Application                          | 18.07.2025                                                                  |   |                                                      |                                               |
| 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                           | 18.07.2025                                                                  |   |                                                      |                                               |
| 9  | Date of Order                                | 28.07.2025                                                                  |   |                                                      |                                               |
| 10 | Order in favour of                           | Complainant                                                                 |   | Respondent                                           | Others                                        |
|    |                                              |                                                                             |   |                                                      | ✓                                             |
| 11 | Details of Compensation awarded, if any.     | NIL                                                                         |   |                                                      |                                               |

  
President

appeared

For the Complainant- Beda Suna



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

**GRF Case No- BRL/295/2025**

Beda Suna

At-Jhankarpada, Gumadera

Dist-Jharsuguda

Consumer No-4172-2404-0794

**VRS**

SDO(Elect), Belpahar, TPWODL.

**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

  
A.K. Satapathy

(President)  
President

Copy to: - **Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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

1. Beda Suna, At-Jhankarpada, Gumadera, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL Brajarajnagar
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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/295/2025)



295/25

SDO Belpahar

# GRIEVANCE REDRESSAL FORUM

TPWODL, BURLA

Qtr.No.SD-6/2,Sourav Vihar, Near NAC College,

Burla-768017, Ph No.0663-2950601

Email:-Wesco\_grf@ Yahoo. in

GRIEVANCE REDRESSAL FORUM

Received

No.....

Dt.....

TPWODL, Burla

Complaint No-

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

SCNO - 4172 2404 0799

At - Jhandapada, Gumadera

Name - Beda Suna

Pin - 768218

Mob - 86581-26059

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

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

ମୋର ଶୁଦ୍ଧ ଅଧିକାର ସମ୍ବନ୍ଧରେ କୌଣସି ଅନିଚ୍ଛାପୂର୍ଣ୍ଣ କାର୍ଯ୍ୟକାରୀ ନୁହେଁ, ତେଣୁ ମୋର ଅଧିକାର ସମ୍ବନ୍ଧରେ କାର୍ଯ୍ୟକାରୀ କରାଯିବ ବୋଲି ଅନୁରୋଧ କରୁଛି ।

- 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:- Gumadera

Date:- 18/07/2025

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signature of the Applicant