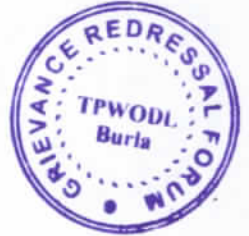


**Grievance Redressal Forum  
TPWODL, BURLA**

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 and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 310C4)

Date: 28.07.2025

**Present:**

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/296/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Prem Sagar Deep At/Po-Thebra, Dist-Jharsuguda-768219		4172-2207-0184	9437738654
3	Respondent/s	SDO (Elect), Belpahar			Division B.N.E.D, TPWODL, 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			

Place of Camp: SDO Office, Belpahar

**Appeared**

**For the Complainant-** Prem Sagar Deep

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

**GRF Case No- BRL/296/2025**

Prem Sagar Deep

At/Po-Thebra

Dist-Jharsuguda

Consumer No-4172-2207-0184

**VRS**

SDO(Elect),Belpahar, TPWODL.

**COMPLAINANT**

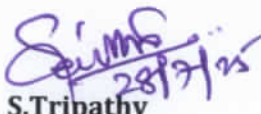
**OPPOSITE PARTY**


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  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

1. Prem Sagar Deep, At/Po-Thebra, 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/296/2025)



$$\frac{296}{25}$$

**GRIEVANCE REDRESSAL FORUM**  
Received

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

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

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.

ସମ୍ପର୍କୀତ ବ୍ୟକ୍ତିଙ୍କ ଦ୍ଵାରା ଗୋଟିଏ ବର୍ଷ ପରେ ଗୋଟିଏ ବର୍ଷ ପରେ Bill ପାସ୍ତୁ ହେଉଛି, ତାହା Average Electric Bill ନୁହେଁ, ବାହାରି ଥିବା ତାହା Overage ବୁଝାଏ କିନ୍ତୁ ମାନ୍ୟତା, କିନ୍ତୁ Medical Problem ଦ୍ଵାରା ସ୍ଥିତି ନୁହେଁ। ଆଗରୁ Aug 23 2023 ଠାରୁ ତାହା Electric Connection କାଟି ଦିଆଯାଇଛି, ତେଣୁ ତାହା Electric Connection ଦେଖିବାକୁ ନୁହେଁ। Bill revise କରି ତାହା Electric Connection କରାଯିବା ପାଇଁ କାର୍ଯ୍ୟ ନିଆଯାଉ।

4) Relief sought for.

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.

Date:- 18/07/2025

Prem Sagar Das  
signature of the Applicant