

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 3094

Date: 28.07.2025

Present:

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/297/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Rubin Pramanik At-Kutabaga, Brajarajnagar, Dist-Jharsuguda	4171-2111-0250	6372072226	
3	Respondent/s	SDO (Elect), Brajarajnagar		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			

Appeared

For the Complainant- Rubin Pramanik



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

GRF Case No- BRL/297/2025

Rubin Pramanik
At-Kutabaga, Brajarajnagar
Dist-Jharsuguda
Consumer No-4171-2111-0250

VRS

SDO(Elect), Brajarajnagar, TPWODL.

COMPLAINANT

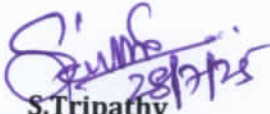
OPPOSITE PARTY

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. Rubin Pramanik, At-Kutabaga, Brajarajnagar, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.) Brajarajnagar, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/297/2025)

Complaint No. 01

Consumer No. 4171-2111-0250

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

Sri Ruben Paramanik
At - Katabaga, Brajrajnagar
Phn NO - 6372072226

- (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).

I have complaint regarding the high amount arrears in my bill. I am not residing in my premises from the year since, 2002 as I was working in Angul, ^{under contractors act} CPP power plant. Now, from Jan - 2025 I was using this connection. I am having a serious health problem in my heart. So, I request you to kindly take some possible action to withdraw my ~~high~~ bill amount.

- (4) Relief sought

- (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: - Brajrajnagar
Date: - 18/07/2025

* Please add additional sheets if necessary


Signature of the Applicant