

## 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.Satpathy, President B.Mahapatra (Co-opted Member)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 31 (4)

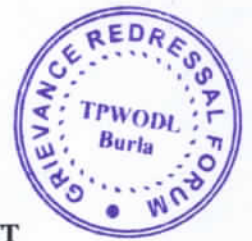
Date: 30/01/25

**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),

1	Case No.	BRL/928/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hajraj Sa At/Po-Birenbandha, Sunari, Dist-Jharsuguda.		4172-1208-1245	6371508442
3	Respondent/s	SDO(Electrical), Belpahar,TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	23.12.2024			
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	23.12.2024			
9	Date of Order	30/01/25			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum  
TPWODL, Burla - 768017



**appeared**

**For the Complainant-** Hajraj Sa

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

**GRF Case No- BRL/928/2024**

- (1) Hajraj Sa  
At/Po-Birenbandha, Sunari,  
Dist-Jharsuguda  
Consumer No.- 4172-1208-1245

**COMPLAINANT**

**VRS**

- (1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

**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.

  
(B. Mahapatra) 29.1.25.

(Co-Opted Member)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

President  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: - (1)** Hajraj Sa, At/Po-Birenbandha, Sunari, 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, Brajrajnagar.

**(4)** The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".



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**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

009  
ESO, Belpahar  
Lakhanpur PSS  
23/12/2024.

GRIEVANCE REDRESSAL FORUM  
Received

Complaint No-

No.....

Dt.....

TPWODL, Burla

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

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- 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.

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- 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:-

Date:-

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signature of the Applicant

① 01/2017 to 04/2021 on IMR = 3598  
and FMR = 11854

To be studied and decision to be taken.

CHP  
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