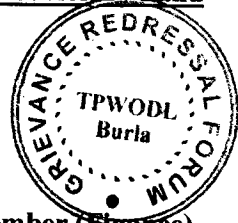


**Grievance Redressal Forum
TPWODL, BURLA**

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 B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 121 (4)

Date: 26.03.2025

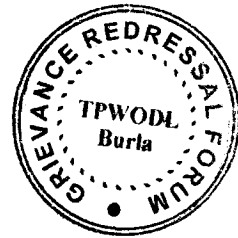
Present:

Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri Sovan Tripathy, Member(Finance)

1	Case No.	BRL/130/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Rajendra Biswal At/Po-Pandri,Belpahar, Dist-Jharsuguda-768234		4172-2505-1179	6370682614																																
3	Respondent/s	S.D.O (Elect),Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar																																
4	Date of Application	20.03.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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15. Others (Specify) -X																																					
6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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6. Others																																					
8	Date(s) of Hearing	20.03.2025																																			
9	Date of Order	24.03.2025																																			
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- Rajendra Biswal

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

GRF Case No- BRL/130/2025

(1) Rajendra Biswal
At/Po-Pandri, Belpahar,
Dist-Jharsuguda-768234
Consumer No.- 4172-2505-1179

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.

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.


(B. Mahapatra)

(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(Sovan Tripathy)

Member (Finance)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Rajendra Biswal, At/Po-Pandri, Belpahar, Dist-Jharsuguda-768234.

(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 by this 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: 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 Forums."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/130/2025)

CHP

20/1/2025

3
SDO. Belpahar
20/03/2025

GRIEVANCE REDRESSAL FORUM
TPWODL, BURLA

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

Burla-768017, Ph No.0663-295060

Email:-Wesco_grf@Yahoo.in

Received

No.....

Dt.....

TPWODL, Burla

Complaint No-

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

4172-2505-08205177 P.No: 768234

Rajendra Biswal

P. No: 6370682614

AT/PO: Pandrei Jharsuguda. PIN-768234.

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

E.S.O Bandhabahal
S.D.O Belpahar

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 ଆଗରୁ ମିଳୁଥିବା ସିଆରାହୁଡ଼ିଆ ଚିନ୍ତି ଟେମ୍ପଲେଟ୍ କ୍ଲିୟର ନିର୍ଦ୍ଦେଶନା ଦିଆଯାଇ ନଥିଲା ।
ଚିନ୍ତି ଟେମ୍ପଲେଟ୍ ଦିଲ୍ ଅନୁସାରେ କିମ୍ବା କ୍ଲିୟର ନିର୍ଦ୍ଦେଶନା ଦିଆଯାଇ ନଥିଲା । ତୁମ୍ଭେ ୨୫୦୦ ଟଙ୍କା ଦେଇ ଟ୍ରାକ୍ସି ଟିକ୍ସ ସଂଗ୍ରାହ
କରିଥିଲୁ । ମୋର ଆଗରୁ ଅନୁସୂଚିତ ଚିନ୍ତି ଟିକ୍ସ ସଂଗ୍ରାହନ କରାଯାଇ ନଥିଲା ।

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:-

ଖଟେଇ ପ୍ରଶାନ୍ତ
Signature of the Applicant