

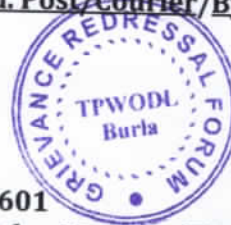
## Grievance Redressal Forum

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 S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/148(4)

Date: 21/04/2025

**Present:**Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/161/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Mukesh Bagh S/O Late Kartika Bag (Consumer) At-Telenpali, Po-Banharpali, Dist-Jharsuguda-768234		4172-2504-0126	7894569078																																
3	Respondent/s	S.D.O (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajarajnagar																																
4	Date of Application	10.04.2025																																			
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 &amp; 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 &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; 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			
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	<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																					
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	10.04.2025																																			
9	Date of Order	21/04/2025																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

**Place of Camp:** ESO Office, Bandbahal

**Appeared**

**For the Complainant-** Mukesh Bagh  
Representative of Late Katrika Bag (Consumer)

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

**GRF Case No- BRL/161/2025**

Mukesh Bagh  
S/O Late Katrika Bag  
At-Telenpali, Po-Banharpali  
Dist-Jharsuguda  
Consumer No-4172-2504-0126

**VRS**

SDO(Electrical), Belpahar, TPWODL.



**COMPLAINANT**

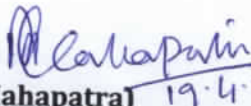
**OPPOSITE PARTY**


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.

  
**B. Mahapatra** 19.4.25  
(Co-Opted Member)  
Grievance Redressal Forum  
TPWODL, Burla - 768017  
**Copy to: -**

  
**(S. Tripathy)**  
Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
**A.K. Satapathy**  
(President)  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Mukesh Bagh, S/O Late Katrika Bag, At-Telenpali, Po-Banharpali, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/161/2025)