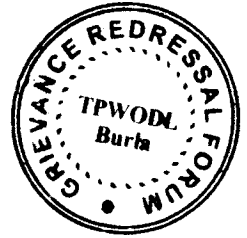


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)/ 240 (4)

Date: 25.06.2025

**Present:**

Sri A.K. Satapathy, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/236/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sebakram Sahu At/Po-Mahadev Kastapali, Panchagaon Dist-Jharsuguda-768226		4172-2304-1170	6263159387																																
3	Respondent/s	SDO (Elect), Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar																																	
4	Date of Application	20.05.2025																																			
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			
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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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8	Date(s) of Hearing	20.05.2025																																			
9	Date of Order	25.06.2025																																			
10	Order in favour of	Complainant	Respondent	Others ✓																																	
11	Details of Compensation awarded, if any.	NIL																																			



**Appeared**

**For the Complainant-** Sebakram Sahu

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

**GRF Case No- BRL/236/2025**

Sebakram Sahu

At/Po-Mahadev Kastapali,Panchagaon

Dist-Jharsuguda-768226

Consumer No-4172-2304-1170

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL.

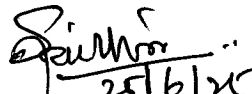
**OPPOSITE PARTY**

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**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
A.K. Satapathy

(President)

**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Sebakram Sahu, At/Po-Mahadev Kastapali,Panchagaon,Dist-Jharsuguda-768226.
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL,Brajrajnagar 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, 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/236/2025)

No scope for revision  
GPF  
CHP

23/6/2025

GRIEVANCE REDRESSAL FORUM  
TPWODL, BURLA

01  
SDO, Belpahar  
20/05/2025

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

Burla-768017, Ph No.0663-2950601

Email:-Wesco\_grf@Yahoo.in

GRIEVANCE REDRESSAL FORUM  
Received

Complaint No-

No.....

Dt.....

TPWODL, Burla

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

Sabarban Sahu

Cons. No - 417223041170

At/PO - Mahadev Kustapali, Panchagarh

Mob. No - 6263159387

Dist. - Jharsuguda. Pin - 768226

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.

ମୋର ଲାଗିଥିବା କିମ୍ବଦନ୍ତୀ ଅନୁଯାୟୀ ଯେଉଁ ଯାହା, ପ୍ରକୃତ ନିମ୍ନ ଚୁ ମଧ୍ୟ ଯେଉଁ  
କମ୍ପାନୀ ଦ୍ୱାରା ଆବୃତ୍ତ, ଯେଉଁଠି ମୁଁ 2018 ମସିହାରେ ମୂଳିକ ଅଭିଯୋଗ ମଧ୍ୟ କରିଥିଲି ତେଣୁ  
ଅନୁରୋଧ, ଯେଉଁ ଚାହୁଁ କଲିକତା ପ୍ରାଧିକାର କରୁନାହିଁ, ତେଣୁ ମଧ୍ୟ କ୍ଷମିତ ଦିଲ୍ ଆବୃତ୍ତି,  
ତେଣୁ ଆପଣଙ୍କ ଅନୁରୋଧ ମଧ୍ୟ ପ୍ରକୃତ ନିମ୍ନ ଚୁ -  
4) Relief sought for  
ମୋର ଲାଗିଥିବା କିମ୍ବଦନ୍ତୀ ଅନୁଯାୟୀ ଯେଉଁ ଯାହା, ପ୍ରକୃତ ନିମ୍ନ ଚୁ ମଧ୍ୟ ଯେଉଁ  
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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:- 20.05.2025

Date:-

Sauvik Ramesh Sahoo  
Signature of the Applicant