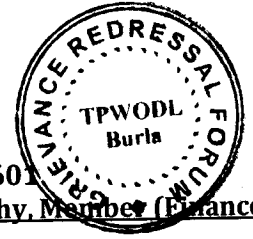


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President, S.K.Dora (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ **433(4)**

Date: **31.10.25**

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/406/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mahata Pasayat At/Po-Baghamunda, Ps-Lakhanpur, Dist-Jharsuguda-768219		4172-1208-0656	9938685761
3	Respondent/s	SDO (Elect), Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	08.10.2025			
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	08.10.2025			
9	Date of Order	28.10.25			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

Ranjan Kumar Naik
 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: Lakhanpur Grid, Belpahar, TPWODL, Brajrajnagar

Appeared

For the Complainant- Mahata Pasayat

For the Respondent - SDO(Electrical) Belpahar, TPWODL

GRF Case No- BRL/406/2025

Mahata Pasayat

At/Po-Baghamunda,

Ps-Lakhanpur,

Dist-Jharsuguda-768219

Consumer No-4172-1208-0656

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.

However, the opposite party is advised to resolve the case as per internal bill revision mechanism in force.

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.K.Dora)

(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(S.Tripathy)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(Ranjan Kumar Naik)

(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Mahata Pasayat, At/Po-Baghamunda, Ps-Lakhanpur, Dist-Jharsuguda-768219.
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/406/2025)

GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017.
E-mail: wesco_grf@yahoo.in

GRIEVANCE REDRESSAL FORUM
Received

Complaint No. _____ No. _____ Consumer No. 4172-1208-0656

Di. _____
TPWODL, Burla

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

LOG 25
Mahata Pasayat At - Baghamunda PO - Baghamunda
PS - Lakhanpur Dist - Jharsuguda
PIN - 768219. Mb NO. 9938685761

(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).

Revision of disputed bills ..

(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: - Lakhanpur

Date: - 08.10.2025

* Please add additional sheets if necessary

Mahata Pasayat
Signature of the Applicant