

**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)

Date: 31.10.25

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 427(4)

Present:

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

1	Case No.	BRL/447/2025			
2	Complainant/s	Name & Address President Pani Panchayat At/Po-Pandri, Bandhbahal, Belpahar Dist-Jharsuguda-768234		Consumer No 4170-0106-0475	Contact No. 9348503741
3	Respondent/s	E.E (Elect), Brajarajnagar		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	23.10.2025			
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	23.10.2025			
9	Date of Order	27.10.25			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Bandhbahal

Appeared

For the Complainant- President Pani Panchayat

For the Respondent - E.E(Electrical),BNED,Brajarajnagar, TPWODL.



GRF Case No- BRL/447/2025

President Pani Panchayat

At/Po-Pandri, Bndhbahal, Belpahar

Dist-Jharsuguda

Consumer No-4170-0106-0475

VRS

E.E(Electrical),BNED, Brajarajnagar, 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

Ramjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. President Pani Panchayat, At/Po-Pandri, Bndhbahal, Belpahar, 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/447/2025)

**GRIEVANCE REDRESSAL FORUM
TPWODL, BURLA**

Qtr.No.SD-6/2,Sourav Vihar, Near NAC College, 447

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.

SCRID: 4170 - 0/06 - 0475

NAME: - Prasad Pandey

AT/post: - Pandari

PIN: - 768234

MOBILE: - 9348503741

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.

X The electricity bill for the lift connection point has been charged under commercial connection at a high rate of Rs 5.55 instead of Rs 1.40. & also minimum charges has been hiked to Rs. 1000 instead of 450/-.

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:- 23/10/18

Suresh Sahu
signature of the Applicant