

**Grievance Redressal Forum  
TPWODL, BURLA**

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

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 494(4)

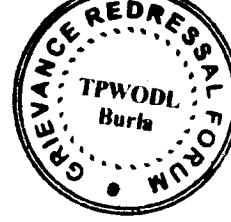
Date: 26.11.25

Present:

**Sri Ranjan Kumar Naik, President  
Sri Sovan Tripathy Member(Finance)**

1	Case No.	BRL/506/2025					
2	Complainant/s	Name & Address		Consumer No			
		Manu Kusum C/o-Harisankar Kusum At/Po-Lakhanpur, Dist- Jharsuguda-768219		4172-1205-2712	8144794180		
3	Respondent/s	SDO (Elect) Belpahar, TPWODL,Sambalpur		Division B.N.E.D, TPWODL, Brajrajnagar			
4	Date of Application	20.11.2025					
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	20.11.2025					
9	Date of Order	26.11.25					
10	Order in favour of	Complainant	Respondent	Others	✓		
11	Details of Compensation awarded, if any.	NIL					

*Ranjan Kumar Naik  
26/11/25  
President*



Appeared

For the Complainant- Manu Kusum

Represented by Harisankar Kusum

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

GRF Case No- BRL/506/2025

**COMPLAINANT**

Manu Kusum  
C/o-Harisankar Kusum  
At/Po-Lakhanpur  
Dist- Jharsuguda-768219  
Consumer No.-4172-1205-2712

**VRS**

(1) SDO(Elect.), Belpahar, TPWODL

**OPPOSITE PARTY**

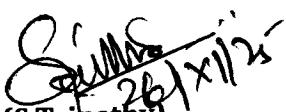
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith 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.

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

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

**Copy to:** - (1) Manu Kusum, C/o-Harisankar Kusum, At/Po-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/506/2025)

~~506~~  
~~25~~  
**GRIEVANCE REDREESAL FORUM**

No.....  
Dt.....

**TPWODL, BURLA**

~~TPWODL, BURLA~~  
~~SDO, Belpahar~~

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

Burla-768017, Ph No.0663-2950601

Email:-Wesco\_grf@Yahoo.in

~~SDO, Belpahar~~  
20/11/2025

Complaint No-

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

Name - MANA KUSUM a/o P. LAKHANPUR - PIN. 768219

SC NO - 41721052712

ph - 8144794180

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

ESO, 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.

ମହିନେ ମାତ୍ରାମାତ୍ର ଧ୍ୟାନ ଦିଲ ହୋଇଥିଲା ଏକ କୌଣସି କରିବା  
କାହାର ପାଇଁ କାହାର କାହାର କାହାର କାହାର  
କାହାର କାହାର କାହାର

4) Relief sought for

5) Any interim Relief sought for, pending final decision

No

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.

No

7) Date of filing complain in the office of ESO/SDO/EE(Documentary evidence to be enclosed)

NA

8) Complain no. allotted by the office of ESO/SDO/EE, If any.

NA

Place:- Belpahar

Hari Sambar Kusum

Date:- 20/11/2025

Signature of the Applicant

Grand Son of Mana Kusum