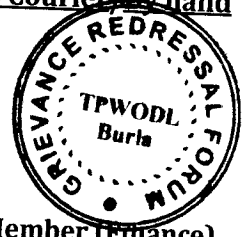


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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

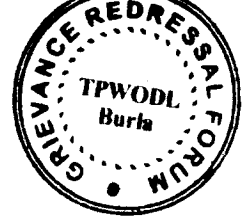
Present:Sri Ranjan Kumar Naik, President
Sri Sovan Tripathy Member(Finance)

1	Case No.	BRL/506/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact 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-	<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 & 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 & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & 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	20.11.2025																																			
9	Date of Order	26.11.25																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

(Signature)
President
26/11/25

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Belpahar, TPWODL, Brajrajnagar.



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:Bhoynagar, 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)

GRIEVANCE REDRESSAL FORUM
TPWODL, BURLA

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

Burla-768017, Ph No.0663-2950601

Email:-Wesco_grf@Yahoo.in

No.....

Dt.....

TPWODL, Burla

SDG, Beipahar

20/11/2025

Complaint No-

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

Name - MANAKUSUM a/po-LAKHANPUR - PIN- 768219

SCNO - 417212052712

ph-8144794180

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

ESO, Beipahar

3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction.

ମନୁଷ୍ୟ ମାନବ ସ୍ୱାଧୀନତା ପ୍ରତିଷ୍ଠା କରିବା ପାଇଁ ଯେଉଁ ଯେଉଁ ଲୋକଙ୍କୁ ଅନିଚ୍ଛାରେ କାର୍ଯ୍ୟ କରିବାକୁ ପଡ଼ିଛି ତାହାକୁ ସୁଧାରାଇବା ପାଇଁ ଯାହାକି ଲୋକଙ୍କୁ କଷ୍ଟ ଦେଇଛି ।

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:-

Beipahar

Date:-

20/11/2025

Hanisan Kumar

Signature of the Applicant

Grand Son of Manakusum,