

**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/DED/ (Final Order) / § 16 (4)

Date: 06.12.25

Present:

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

1	Case No.	BRL/470/2025				
2	Complainant/s	Name & Address		Consumer No		
		Shyam Sundar Kisan At-Tipirisingha, Po/Ps-Laimura, Dist-Deogarh		4141-1519-1161	Contact No.	
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh		
4	Date of Application	14.11.2025				
5	In the matter of-	1. Agreement/Termination <input checked="" type="checkbox"/>		2. Billing Disputes <input checked="" type="checkbox"/>		
		3. Classification/Reclassification of Consumers <input checked="" type="checkbox"/>		4. Contract Demand / Connected Load <input type="checkbox"/>		
		5. Disconnection / Reconnection of Supply <input checked="" type="checkbox"/>		6. Installation of Equipment & apparatus of Consumer <input type="checkbox"/>		
		7. Interruptions <input checked="" type="checkbox"/>		8. Metering <input type="checkbox"/>		
		9. New Connection <input checked="" type="checkbox"/>		10. Quality of Supply & GSOP <input type="checkbox"/>		
		11. Security Deposit / Interest <input checked="" type="checkbox"/>		12. Shifting of Service Connection & equipments <input type="checkbox"/>		
		13. Transfer of Consumer Ownership <input checked="" type="checkbox"/>		14. Voltage Fluctuations <input type="checkbox"/>		
		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 <input checked="" type="checkbox"/> 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		14.11.2025				
9 Date of Order		06.12.25				
10 Order in favour of		Complainant	Respondent	Others <input checked="" type="checkbox"/>		
11 Details of Compensation awarded, if any.		NIL				

Ranjan Kumar Naik
President

Grievance Redressal Forum
TPWODL, Burla - 768017



Appeared

For the Complainant- Shyam Sundar Kisan

For the Respondent - SDO(Electrical),Deogarh, TPWODL.

GRF Case No- BRL/470/2025

Shyam Sundar Kisan
At-Tipirisingha, Po/Ps-Laimura,
Dist-Deogarh
Consumer No-4141-1519-1161

VRS
SDO(Electrical), Deogarh, 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.

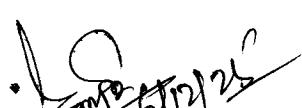
Hence the instance case petition is hereby dropped.

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
Copy to: -


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


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

1. Shyam Sundar Kisan, At-Tipirisingha, Po/Ps-Laimura, Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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/470/2025)

170
Consumer no - 4111 1519 1161
Complaint No.:
No. 36

MoS no -

1. Name, detail address, telephone number, E-mail address of the complainant with consumer Number
ଅଭିଯୋଗକାରୀଙ୍କ ନାମ, ତାକ ଠିକଣା, ଟେଲିଫୋନ ନମ୍ବର, ଇ-ମେଲ୍ ଠିକଣା, ଗ୍ରାହକ ସଂଖ୍ୟା

Shyam Sunder Kesan Velli - Pimpri Singhra P.O: Laimura,
Maha: Laimura, Dist - Deogarh.

2. Name of the local Office, designation of the Officer and address of the office against whose
action/inaction the complaint is being filed
ଅଭିଯୋଗ ସହିତ ଜାତି ବିଦ୍ୟୁତ ଅଧ୍ୟକାରୀଙ୍କ ବିବରଣୀ, ଶାନ୍ତୀୟ କାର୍ଯ୍ୟାଳୟର ଠିକଣା

3. Date of filing complaint in the office of the Electrical Section Officer/Sub-Divisional Officer/Executive
Engineer. (Documentary evidence to be enclosed)
ଇଲେକ୍ଟ୍ରିକାଲ ଥେକ୍ସ୍ନ ଅଧିକାରୀ / ସବ-ସିଭିଜନାଲ ଅଧିକାରୀ / କାର୍ଯ୍ୟକ୍ରମାବାହୀ ଯଜ୍ଞାଙ୍କ କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗ ଦାଖଲ କରିବାର ତାରିଖ ଏବଂ
ଅଭିଯୋଗର ବିବରଣୀ (ସହି ବିଷୟର ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ବଳିଲମ୍ବିତ ସଂଲଗ୍ନ କରନ୍ତୁ)

4. Complaint Number allotted/acknowledgement given by the concerned officer.
ଯଦି ସଂପୂର୍ଣ୍ଣ ଅଧ୍ୟକାରୀ ଅଭିଯୋଗ କ୍ରମିକ ନମ୍ବର ଦେଇଛନ୍ତି, ତାହା ଉଲ୍ଲଙ୍ଘ କରନ୍ତୁ

5. Facts of the complaint/grievance. Please enclose copies of the latest complaint/representation to the
concerned officer of WESCO/TPWODL if available and response or outcome of that complaint.
ଅଭିଯୋଗର ତଥ୍ୟ ଏବଂ ବିବରଣୀ (ଯଦି ପୂର୍ବରୁ ଦାଖଲ ହୋଇଥିବା କାଗଜପତ୍ର ଉପଲବ୍ଧ ଅଛି, ଏହାକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)

Revision of provisional bills

6. Relief sought
ଚାହୁଁଥିବା ପ୍ରତିକାର

7. Any Interim relief sought pending final decision on the matter
ଯଦି ମାମଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କ ଶ୍ରୀ ମଧ୍ୟବର୍ତ୍ତୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲଙ୍ଘ କରନ୍ତୁ

8. If the subject matter of this complaint is pending adjudication in any other judicial, quasi judicial or
statutory forum or court. If so please give details
ଏହି ଅଭିଯୋଗ ଅନ୍ୟ କ ଶ୍ରୀ ଅବଳତ କିମ୍ବା ନ୍ୟାନ୍ତିକ ଫୋରମର ବିଚାର ଅଧାନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସବିଶେଷ ବିବରଣୀ

Place: - Tileibani
ଶାନ୍ତୀ
Jharmunda

Date: - 14.11.2025
ତାରିଖ

୧୪/୧୫/୨୦୨୫
Signature of the Applicant
ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ