



**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/SED/ (Final Order)/545(4)

Date: 22.12.2025

Present:

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

1	Case No.	BRL/534/2025				
2	Complainant/s	Name & Address		Consumer No		
		Bedbyasa Dalai C/o Suradev Sahu At/Po-Gountiapada(Opp.of Madanbati Public School) Dist- Sambalpur.		4117-3406-0201	7077610190	
3	Respondent/s	S.D.O (Elect) Ainthapali,TPWODL		Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	11.12.2025				
5	In the matter of-	1. Agreement/Termination	<input checked="" type="checkbox"/>	2. Billing Disputes	✓	
		3. Classification/Reclassification of Consumers	<input checked="" type="checkbox"/>	4. Contract Demand / Connected Load	X	
		5. Disconnection / Reconnection of Supply	<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer	X	
		7. Interruptions	<input checked="" type="checkbox"/>	8. Metering	X	
		9. New Connection	<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP	X	
		11. Security Deposit / Interest	<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipments	X	
		13. Transfer of Consumer Ownership	<input checked="" type="checkbox"/>	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	11.12.2025				
9	Date of Order	22.12.2025				
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**



Appeared

For the Complainant- Bedbyasa Dalai

Represented by Suradev Sahu

For the Respondent - SDO(Elect.) Hirakud, TPWODL.

GRF Case No- BRL/534/2025

Bedbyasa Dalai

C/o Suradev Sahu

At/Po-Gountiapada(Opp.of Madanbati Public School)

Dist- Sambalpur.

Consumer No.-4117-3406-0201

VRS

(1) SDO(Elect.) Ainthapali, 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. Bedbyasa Dalai, C/o Suradev Sahu, At/Po-Gountiapada(Opp.of Madanbati Public School) Dist- Sambalpur.
2. Sub-Divisional Officer (Elect.) Ainthapali, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur.
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/534/2025)

(CNP)

GRIEVANCE REDRESSAL FORUM, BURLA
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017
E-mail : grf.burla@tpwesternodisha.com

Arthaprab
Ch. Bedbyasa
GRIEVANCE REDRESSAL FORUM

Received

No.
Dt.

TPWODL, Burla

Complaint No.:
/34
ଅଭିଯୋଗ କ୍ରମିକ ସଂଖ୍ୟା:

Consumer No - 4117 3406 0209

No.
Dt.

1. Name, detail address, telephone number, E-mail address of the complainant with consumer Number
ଅଭିଯୋଗକାରୀଙ୍କ ନାମ, ତାଙ୍କ ଠିକଣା, ଫୋନ୍ ନମ୍ବର, ଇ-ମୋଲ୍ ଠିକଣା, ଗ୍ରାହକ ସଂଖ୍ୟା।

Bhagya Sini Dala.
Wife of Late Bedbyasa Dala.
At : Gouranta Pada, C.O.P.P. of Madanabati Public School, P.O.D.S-Samabhalpur

No. : 7077610190.

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 ଜାତିତ ବିଦ୍ୟୁତ ଅଧ୍ୟକାରୀଙ୍କ ବିବରଣୀ, ପ୍ଲାନୀୟ କାର୍ଯ୍ୟାଳୟର ଠିକଣା।

EDO Dhamtarpur

3. Date of filing complaint in the office of the Electrical Section Officer/Sub-Divisional Officer/Executive
Engineer. (Documentary evidence to be enclosed)

ଲେଖିବାର ତାରିଖ ଅନୁଷ୍ଠାନିକ ଅନୁଷ୍ଠାନିକ ଅନୁଷ୍ଠାନିକ ଯଜ୍ଞୀଙ୍କ କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗ ଦାଖଲ କରିବାର ତାରିଖ ଏବଂ
ଅଭିଯୋଗର ବିବରଣୀ (ଏହି ବିଷୟର ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ଦଲିଲଗୁଡ଼ିକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)

Post mention Required from Jan-15, to May-19.

4. Complaint Number allotted/acknowledgement given by the concerned officer.

ଯଦି ସଂପୂର୍ଣ୍ଣ ଅଧ୍ୟକାରୀ ଅଭିଯୋଗ କ୍ରମିକ ନମ୍ବର ଦେଇଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ 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)

6. Relief sought

ଚାହୁଁଥିବା ପ୍ରତିକାର

7. Any Interim relief sought pending final decision on the matter

ଯଦି ମାମଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କଣ୍ଠେ ମଧ୍ୟବର୍ତ୍ତୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ 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 କଣ୍ଠେ ଅଧାଳିତ କିମ୍ବା ନ୍ୟାୟିକ ଫୋରମର ବିଚାର ଅଧାନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସବିଶେଷ ବିବରଣୀ

Place: - RF section
ପ୍ଲାନୀ

Date: - 11/12/25
ତାରିଖ

Suradev Sahu
11.12.2025
Signature of the Applicant
ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ

Representative of
Bedbyasa Dala.