

**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)/ 554(4)

Date: 23.12.2025

Present:

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

| | | | | | | | |
|----|--|---|--|---|--|-------------------------------------|--|
| 1 | Case No. | BRL/549/2025 | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | |
| | | Bimbadhar Bhoi C/O-Kanak Bhoi At/Po-Dudhianali, Ps-Reamal, Dist-Deogarh | | 4141-1509-0340 | | | |
| 3 | Respondent/s | S.D.O (Elect), Deogarh | | | Division D.E.D, TPWODL, Deogarh | | |
| 4 | Date of Application | 17.12.2025 | | | | | |
| 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 | 17.12.2025 | | | | | |
| 9 | Date of Order | <u>23.12.2025</u> | | | | | |
| 10 | Order in favour of | Complainant | Respondent | | Others <input checked="" type="checkbox"/> | | |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | |

Ranjan Kumar Naik
23/12/25
 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Bimbadhar Bhoi
Represented by Kanak Bhoi



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

GRF Case No- BRL/549/2025

Bimbadhar Bhoi
C/O-Kanak Bhoi
At/Po-Dudhianali, Ps-Reamal,
Dist-Deogarh
Consumer No-4141-1509-0340

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

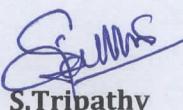
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith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

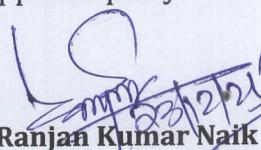
Hence the instance case petition is hereby dropped.

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
Copy to: - **TPWODL, Burla - 768017**


Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Bimbadhar Bhoi, C/O-Kanak Bhoi, At/Po-Dudhianali, Ps-Reamal, 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:Bhoi nagar, 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/549/2025)

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

CHP

GRIEVANCE REDRESSAL FORUM

Received

Complaint No. _____

No.....

Consumer No. 4141-1509-0340

Dt.....

TPWODL, Burla

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

Bimbachar Bhoi

AT/ PO - Dudhianali, PS - Reamul

Dtr - Deogarh

✓

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

S. D. O. TPWODL Deogarh

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

Abnormal billing during Jan - Feb 2016.

(4) Relief sought.

(5) Any interim relief sought, pending final decision.

(6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum, any other Court or Forum if so, please give details.

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

(8) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: - *Dudhianali*

Date: - *13/12/2015*

* Please add additional sheets if necessary



Signature of the Applicant

W/o. Late Bimbachar Bhoi

U/ of Kanak Bhoi