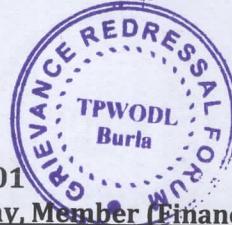


Grievance Redressal Forum
TPWODL, BURLA
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

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)/ 557(4)

Date: 23.12.2025

Present:

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

1	Case No.	BRL/552/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Rajib Kanda C/O-Laxmipriya Kanda At-Dudhianali, Po-Gohirademsite, Dist-Deogarh		4141-1503-0494	9827653814		
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		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			17.12.2025			
9	Date of Order	23.12.2025					
10	Order in favour of	Complainant	Respondent	Others	✓		
11	Details of Compensation awarded, if any.	NIL					

Ranjan Kumar Naik
President
23.12.2025

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Rajib Kanda
Represented by Laxmipriya Kanda



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

GRF Case No- BRL/552/2025

Rajib Kanda
C/O-Laxmipriya Kanda
At-Dudhianali, Po-Gohirademsite,
Dist-Deogarh
Consumer No-4141-1503-0494

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. Rajib Kanda, C/O-Laxmipriya Kanda , At-Dudhianali, Po-Gohirademsite, 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/552/2025)

2 CHP

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

GRIEVANCE REDRESSAL FORUM

Received

Complaint No.: *No.....* Consumer no. 4141 1503 0494
Date: *.....*
Address of the Complainant: *TPWODL, Burla*

1. Name, detail address, telephone number, E-mail address of the complainant with consumer Number
Address of the Complainant: *TPWODL, Burla*

*Rajib Kanda
Vell-Dudhianali
PO: Gohira Dam Site Dist - Deogarh mob - 9827653814*

2. Name of the local Office, designation of the Officer and address of the office against whose
action/inaction the complaint is being filed
Address of the Complainant: *TPWODL, Burla*

SDO (CBlect)

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

Address of the Complainant: *TPWODL, Burla* (Date of filing complaint: *22/01/2024*)

4. Complaint Number allotted/acknowledgement given by the concerned officer.
Address of the Complainant: *TPWODL, Burla* (Date of filing complaint: *22/01/2024*)

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.
Address of the Complainant: *TPWODL, Burla* (Date of filing complaint: *22/01/2024*)

6. Relief sought
Address of the Complainant: *TPWODL, Burla*

7. Any Interim relief sought pending final decision on the matter
Address of the Complainant: *TPWODL, Burla*

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
Address of the Complainant: *TPWODL, Burla*

Place: -
Address of the Complainant: *TPWODL, Burla*

Date: -
Date of filing complaint: *22/01/2024*

Signature of the Applicant

Address of the Complainant: *TPWODL, Burla*

*Laxmi Priya Kanda
(D/o - Rajib Kanda)*