

**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)

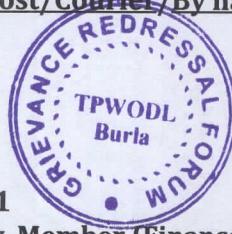
Ref: GRF/Burla/Div/DED/ (Final Order)/ 558 (4)

Date: 23.12.2025

Present:

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

1	Case No.	BRL/553/2025				
2	Complainant/s	Name & Address		Consumer No		
		Saban Sae Bankadhaba, Mundapada, Tileibani, Dist-Deogarh-768121		4141-1503-0639	623777490	
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
 Grievance Redressal Forum
 TPWODL, Burla - 768017



Appeared

For the Complainant- Saban Sae

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

GRF Case No- BRL/553/2025

Saban Sae

COMPLAINANT

Bankadhara, Mundapada, Tileibani,
Dist-Deogarh
Consumer No-4141-1503-0639

VRS

OPPOSITE PARTY

SDO(Electrical), Deogarh, TPWODL.

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

Copy to:-

1. Saban Sae, Bankadhara, Mundapada, Tileibani, 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.

Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

"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/553/2025)

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.:

ଅଭିଯୋଗ କ୍ରମିକ ସଂଖ୍ୟା:

No.

Dt.

TPWODL, Burla

SCNo - 44115030639

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

*Saban Sae, Bankadhar, Munda Pada, Tihubani
(M)-623777490 Pin Code - 768121*

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 ଉପିଚ ଅଧିକାରୀଙ୍କ ବିବରଣୀ, ସ୍ଥାନୀୟ 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)
ଇଲେକ୍ଟ୍ରିକ୍ ସେକ୍ସନ୍ ଅଫିସର / ସବ-ଡିଭିଜନାଲ ଅଫିସର / କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗ ଦାଖଲ କରିବାର ତାରିଖ ଏବଂ
ଅଭିଯୋଗର ବିବରଣୀ (ଏହି ବିଷୟର ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ଦଲିଲଗୁଡ଼ିକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)

4. Complaint Number allotted/acknowledgement given by the concerned officer.
ଯଦି ସଂପୂର୍ଣ୍ଣ ଅଧିକାରୀ 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 ମାମାଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କ ଶେଷ 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 କ ଶେଷ ଅଧାଳତ କିମ୍ବା ନ୍ୟାଯିକ ପୋରମର ବିଚାର ଅଧାନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସବିଶେଷ ବିବରଣୀ

Place: - *Tihubani*
ସ୍ଥାନ

Date: - *17/12/25*
ତାରିଖ

୧୮/୧୨/୨୫ ପାଇଁ

Signature of the Applicant
ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ