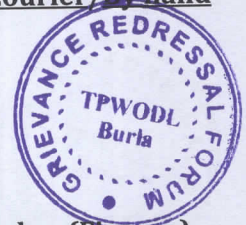


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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/BNED/ (Final Order)/ 107(4)

Date: 16.03.2026

**Present:**

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

1	Case No.	BRL/141/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Debananda Panda At-Indarpur Dist-Jharsuguda-768226	4172-1309-3136	7847094897	
3	Respondent/s	S.D.O (Elect), Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	06.03.2026			
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	06.03.2026			
9	Date of Order	16.03.2026			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

*[Signature]*  
16/3/26  
President

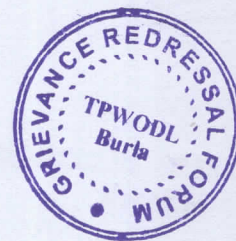
Grievance Redressal Forum  
TPWODL, Burla - 768017

Place of Camp: ESO Office, Panchgaon

**Appeared**

**For the Complainant-** Debananda Panda

**For the Respondent -** SDO(Electrical),Belpahar, TPWODL.



**GRF Case No- BRL/141/2026**

Debananda Panda

At-Indarpur

Dist-Jharsuguda

Consumer No-4172-1309-3136

**VRS**

SDO(Electrical), Belpahar, 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 handling 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.

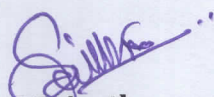
However, the Opposite Party is advised to resolve the case as per internal bill revision mechanism in force.

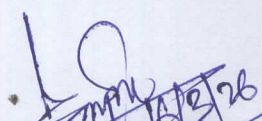
Hence the instance case petition is hereby dropped.

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. Debananda Panda, At-Indarpur, Dist-Jharsuguda
  2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
  3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
  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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/141/2026)

CHK

14/26

GRIEVANCE REDRESSAL FORUM  
TPWODL, BURLA

Qtr.No.SD-6/2,Sourav Vihar, Near NAC College,  
Burla-768017, Ph No.0663-2950601  
Email:-Wesco\_grf@Yahoo.in

GRIEVANCE REDRESSAL FORUM  
Received

No.....  
Dt.....  
TPWODL, Burla

Complaint No-

SC No- 4172 1309.3136

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

Name- Debananda Panda mob- 7847094897  
At- Indrapur pin- 768226

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

Sec- Panhagen Sub- Belpahar  
Dir- Brajnagan

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

\* over electric bill charges before TPWODL under-taking.

4) Relief sought for.

5) Any interim Relief sought for, pending final decision.

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

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

8) Complain no. allotted by the office of ESO/SDO/EE. If any.

Debash chandra Panda

signature of the Applicant

Place:-  
Date:-

Bhikampali  
6/ March / 2026