

**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)

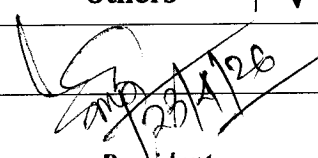
Ref: GRF/Burla/Div/DED/ (Final Order)/ 178 (4)

Date: 23-04-26

Present:

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

1	Case No.	BRL/151/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jyoshna Kunar C/o-Somresh Ray At-Babu sahi Po/Ps/Dist-Deogarh		4141-1401-2732	7381125663
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	10.03.2026			
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	10.03.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			


President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Deogarh

Appeared

For the Complainant- Jyoshna Kunar

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

GRF Case No- BRL/151/2026

Jyoshna Kunar

C/o-Somresh Ray

At-Babu sahi

Dist-Deogarh

Consumer No-4141-1401-2732

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

Jyoshna Kunar appeared in the Camp Court hearing held at ESO Office, Deogarh on 10.03.2026. The complainant submitted during course of hearing in brief that, he complainant filed the petition objected about wrong energy bills charged previously even though no power supply was availed/ utilized by him, but, failed to submit the period of dispute & to revise the EC bills as per actual meter consumption recorded.

The written statement as submitted by the Opposite Party Prima face indicated that, there is no existence of service connection found at site in the name of the complainant but failed to provide period of non-existence of supply.

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, duly considering the records available.

Hence the instance case petition is hereby dropped.

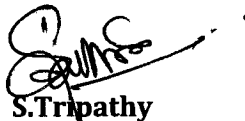
Accordingly, the case is disposed of.

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.



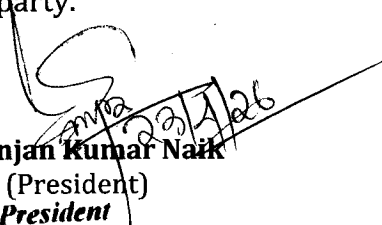
S.K Dora
(Co-Opted Member)

Co-opted Member

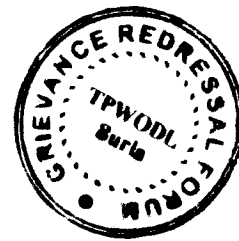


S.Tripathy
Member (Finance)

Member



Ranjan Kumar Naik
(President)
President



Copy to: -

1. Jyoshna Kunar, C/o-Somresh Ray, At-Babu sahi, 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/151/2026)

