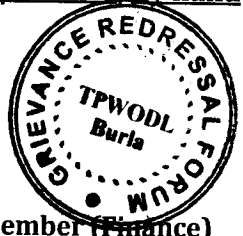


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 239(4)

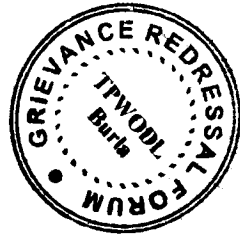
Date: 23.04.26

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

1	Case No.	BRL/153/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Muna Amanta C/o-S.Amanta At-Tanlasahi, Po/PS/ Dist-Deogarh		4141-1403-0879	9178061131
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			

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Deogarh



Appeared

For the Complainant- Muna Amanta

Represented by S. Amanta

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

GRF Case No- BRL/153/2026

Muna Amanta

C/o-S. Amanta

At-Tanlasahi,

Po/Ps/Dist-Deogarh

Consumer No-4141-1403-0879

VRS

SDO(Electrical), Deogarh, 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 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.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. Muna Amanta, C/o-S. Amanta, At -Tanlasahi, Po/Ps/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/153/2026)

CHP GPF

GRIEVANCE REDRESSAL FORUM, BURLA
Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017

GRIEVANCE REDRESSAL FORUM tpwesternodisha.com

Received

Complaint No.:
ଅଭିଯୋଗକ୍ରମିକସଂଖ୍ୟା:

No.....
Di.....

Consumer No.:
ଗ୍ରାହକସଂଖ୍ୟା

444-1403-0879

TPWODL, Burla

1. Name, detail address, telephone number, E-mail address of the complainant.
ଅଭିଯୋଗକାରୀଙ୍କ ନାମ, ଠାକଣିକଣା, ଟେଲିଫୋନନମ୍ବର, ଇ-ମେଲିକଣା
Muna Amanta, PO/PS/Dist. Deogarh
ATANKLA SAHI in Nos Mob-9178081131
2. Name of the local Office, designation of the Officer and address of the office against whose action/inaction the complaint is being filed.
ଅଭିଯୋଗସହିତକଟିକଟିଦ୍ୱୟତଥୁକାରୀଙ୍କ ବିବରଣୀ, ସ୍ଥାନୀୟକାର୍ଯ୍ୟାଳୟର ଠାକଣା
S.D.O. TPWODL Deogarh
3. Date of filing complaint in the office of the Electrical Section Officer/Sub-Divisional Officer/Executive Engineer. (Documentary evidence to be enclosed).
ଇଲେକ୍ଟ୍ରିକାଲ୍ ସେକ୍ସନ୍ ଅଫିସର / ସବ୍-ଡିଭିଜନାଲ ଅଫିସର / କାର୍ଯ୍ୟନିର୍ବାହୀ ସହାୟକ କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗ ଦାଖଲ କରିବାର ତାରିଖ ଏବଂ ଅଭିଯୋଗ ବିବରଣୀ (ଏହି ବିଷୟରେ ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ଦଲିଲଗୁଡ଼ିକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)
4. Complaint Number allotted/acknowledgement given by the concerned officer.
ଯଦି ସଂପୂର୍ଣ୍ଣ ଅଧିକାରୀ ଅଭିଯୋଗକ୍ରମିକ 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 କାର୍ଯ୍ୟକ୍ରମର ପ୍ରତିକୃତି ଅଛି, ଏହାକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)

6. Relief sought:-
ତାହୁଁଥିବା ପ୍ରତିକାର
Sir ଭୋଲ୍ଡିଆ ଉପକାରୀ କାର୍ଯ୍ୟ ସହିତ ଚଳାଣି Commercial line କୁ
Domestic line କାର୍ଯ୍ୟାଳୟ । ସବୁ କାର୍ଯ୍ୟ ଗ୍ରହଣ କରନ୍ତୁ କି
Domestic line ମାଧୁର୍ୟ କରନ୍ତୁ ଯୁ ଆପଣଙ୍କ ନିକଟରେ ଚଳୁଥିବା
7. Any Interim relief sought pending final decision on the matter.
ଯଦି ମାମଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କୌଣସି ମଧ୍ୟବର୍ତ୍ତୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ
ଭୁକ୍ତି
ନିକଟରେ
ଆପଣଙ୍କ କାର୍ଯ୍ୟକ୍ରମ
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 କୌଣସି ଅଦାଲତ କିମ୍ବା ନ୍ୟାୟିକ ଫୋରମରେ ବିଚାର ଅଧୀନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସବିଶେଷ ବିବରଣୀ
ଶ୍ରୀମତୀ ମୁନା ଅମନ୍ତା

Place: - Deogarh
ସ୍ଥାନ
Date: - 10-03-2028
ତାରିଖ

Signature of the Applicant
ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ
B/o. Muna Amanta