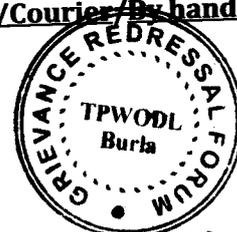


**Grievance Redressal Forum  
TPWODL, BURLA**

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/SED/ (Final Order)/ 12(4)

Date: 29.01.26

**Present:**

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

1	Case No.	BRL/16/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ram Prasad Banchor At-Near Green Field School, Sambalpur Dist-Sambalpur		4117-2215-0088	9437402760
3	Respondent/s	S.D.O (Elect), Ainthapali			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	09.01.2026			
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	09.01.2026			
9	Date of Order	29.01.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
29/1/26  
President



**Place of Camp:** ESO Office, Ainthapali

**Appeared**

**For the Complainant-** Ram Prasad Banchor

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

**GRF Case No- BRL/16/2026**

Ram Prasad Banchor  
At-Near Green Field School, Sambalpur  
Dist-Sambalpur  
Consumer No-4117-2215-0088

**VRS**

SDO(Electrical), Ainthapali TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

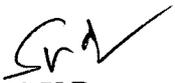
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith 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**

1. Ram Prasad Banchor, At-Near Green Field School, Sambalpur, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Ainthapali, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
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/16/2026)

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

SC No. A117 - 2215 - 0088  
(M) 9 43 44 02760

- Name, detail address, telephone number, E-mail address of the complainant with consumer Number  
ଅଭିଯୋଗକାରୀଙ୍କ ନାମ, ଠାକ ଠିକଣା, ଟେଲିଫୋନ୍ ନମ୍ବର, ଇ-ମେଲ୍ ଠିକଣା, ଗ୍ରାହକ ସଂଖ୍ୟା  
Sri Ram Prasad Banchar  
Near Green Field School, Sambalpur.
- 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 ଜଡ଼ିତ ବିଦ୍ୟୁତ ଅଧିକାରୀଙ୍କ ବିବରଣୀ, ସ୍ଥାନୀୟ କାର୍ଯ୍ୟାଳୟର ଠିକଣା  
ESO - Hospital under SDO - Angul
- 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 ଯନ୍ତ୍ରୀଙ୍କ 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 ସଂପୃକ୍ତ 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 କାର୍ଯ୍ୟପତ୍ର ଉପଲବ୍ଧ ଅଛି, ଏହାକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)  
High amount of bill was issued in Feb/2024  
which is more compared to my monthly use.

6. Relief sought  
ଚାହୁଁଥିବା ପ୍ରତିକାର  
Bill for above period may be revised.

7. Any Interim relief sought pending final decision on the matter  
ଯଦି ମାମଲାର ଅନ୍ତମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କଣି ମଧ୍ୟବର୍ତ୍ତୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ  
Nil.

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 କଣି ଅଦାଲତ କିମ୍ବା ନ୍ୟାୟିକ ଫୋରମର ବିଚାର ଅଧୀନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସବିଶେଷ ବିବରଣୀ

Place: - Sambalpur  
ସ୍ଥାନ

Date: - 09/01/2026.  
ତାରିଖ

Signature of the Applicant  
ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ  
Sri Ram Prasad Banchar