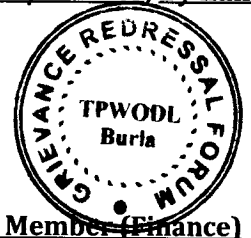


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 149(4)

Date: 30.03.26

Present:

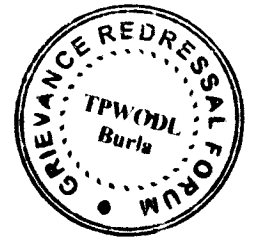
Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/183/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narayan Palei C/O-Hitesh Palei At/Po-Bamandagarh, Ps-Kuchinda Dist-Sambalpur		4132-1402-0214	9437976556
3	Respondent/s	S.D.O (Elect), Kuchinda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	18.03.2026			
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	18.03.2026			
9	Date of Order	30.03.26			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

(Signature)
30/03/26
President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Place of Camp: SDO Office, Kuchinda



Appeared

For the Complainant- Narayan Palei
Represented by Hitesh Palei

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

GRF Case No- BRL/183/2026

Narayan Palei
C/O- Hitesh Palei
At/Po-Bamandagarh, Ps-Kuchinda
Dist-Sambalpur
Consumer No-4132-1402-0214

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Kuchinda, 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.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. Narayan Palei, C/O- Hitesh Palei, At/Po-Bamandagarh, Ps-Kuchinda Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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:Bhoingar, 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/183/2026)

CH

183
26

GRIEVANCE REDRESSAL FORUM
Received

Copies - 2

Complaint No. _____

No.....

Consumer No. 413214020214

Di.....

TPWODL, Burla

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

Norayan Palei
At/PO - Bamandagash PS. Kuchunda
mob. 9437976556 Dist. Sambal Pur

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

TPWODL SDO Kuchunda

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

Bell Revision Requirement for his amount Billing paid.

(4) Relief sought.

(5) Any interim relief sought, pending final decision.

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

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

(8) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: - Kuchunda
Date: - 18/03/26

Hitesh Palei
Signature of the Applicant

* Please add additional sheets if necessary