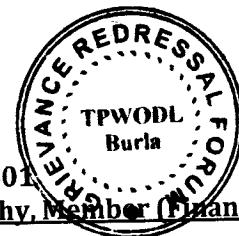


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 304(2)

Date: 30.06.26

**Present:**

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

|    |                                              |                                                                              |            |                                                      |                                              |
|----|----------------------------------------------|------------------------------------------------------------------------------|------------|------------------------------------------------------|----------------------------------------------|
| 1  | Case No.                                     | BRL/261/2026                                                                 |            |                                                      |                                              |
| 2  | Complainant/s                                | Name & Address                                                               |            | Consumer No                                          | Contact No.                                  |
|    |                                              | Akrura Bhainsal<br>At/Po-Gadikata, Pandari<br>Dist-Jharsuguda-768234         |            | 4172-2505-1191                                       | 8260162041                                   |
| 3  | Respondent/s                                 | S.D.O (Elect), Belpahar                                                      |            |                                                      | Division<br>B.N.E.D, TPWODL,<br>Brajrajnagar |
| 4  | Date of Application                          | 13.05.2026                                                                   |            |                                                      |                                              |
| 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                           | 13.05.2026                                                                   |            |                                                      |                                              |
| 9  | Date of Order                                | 30.06.26                                                                     |            |                                                      |                                              |
| 10 | Order in favour of                           | Complainant                                                                  | Respondent | Others                                               | ✓                                            |
| 11 | Details of Compensation awarded, if any.     | NIL                                                                          |            |                                                      |                                              |

Place of Camp: SDO Office, Belpahar, TPWODL,

**Appeared**

**For the Complainant-** Akrura Bhainsal

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



**GRF Case No- BRL/261/2026**

Akrura Bhainsal

At/Po-Gadikata, Pandari

Dist-Jharsuguda-768234

Consumer No-4172-2505-1191

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**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.

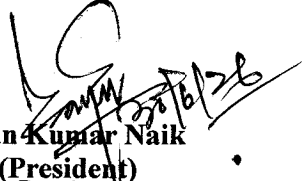
However, the Opposite Party is advised to resolve the case as per internal bill revision mechanism in force.

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

  
Ranjan Kumar Naik  
(President)  
**President**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: -**

1. Akrura Bhainsal, At/Po-Gadikata, Pandari, Dist-Jharsuguda-768234.
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, Brajrajnagar.
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/261/2026)

GRF/CH

GRIEVANCE REDRESSAL FORUM  
TPWODL, BURLA

Qtr. No. SD-6/2, Sourav Vihar, Near NAC Colony

Burla-768017, Ph No. 0663-2950601

Email:-Wesco\_grf@yahoo.in

GRIEVANCE REDRESSAL FORUM

Received

No. ....

Di. ....

TPWODL, Burla

Complaint No-

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

Akrura Bhaensal, Gadikata, Pandara, Odisha, 768234

mob 8260162041 con:-41722505 1191

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

Bandh bahal

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

ଆମେ କିଛି ଦାୟିତ୍ୱ ନାହିଁ, ମାତ୍ର ଏ ସବୁ ସତ୍ୟ  
କରି ଦେଇ ଚାଲିଛୁ, ଏହାକୁ କିଛି ନିୟମାବଳୀ  
ଆମେ ଆମର କରୁନାହିଁ ନାହିଁ ।

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.

Place:-

Date:-

ଆକ୍ରୁର ବିହାରୀ ମହାନ୍ତି  
Signature of the Applicant