

**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)/ 254(4)

Date: 29.05.26

Present:

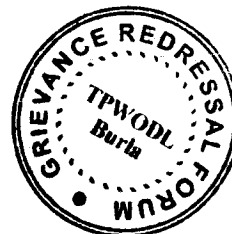
**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/273/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Dhaneswar Kisan C/o-Bhabani Sankar Kisan At/Po-Bandhakani, Via-Kesaibahal, Dist-Sambalpur-768228		4132-1204-0777																																	
3	Respondent/s	S.D.O (Elect), Kuchinda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	13.05.2026																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	13.05.2026																																			
9	Date of Order	29.05.26																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

(Signature)
President

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

of Camp: ESO Office, Kesaibahal, TPWODL, Jharsuguda



appeared

For the Complainant- Dhaneswar Kisan
Represented by Bhabani Sankar Kisan
For the Respondent - SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT

GRF Case No- BRL/273/2026

Dhaneswar Kisan
C/o-Bhabani Sankar Kisan
At/Po-Bandhakani,
Via-Kesaibahal,
Dist-Sambalpur-768228
Consumer No-4132-1204-0777

VRS

SDO(Electrical), Kuchinda, 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**

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. Dhaneswar Kisan, C/o-Bhabani Sankar Kisan, At/Po-Bandhakani, Via-Kesaibahal, Dist-Sambalpur-768228.
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: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/273/2026)

CHP

273/26

GRIEVANCE REDRESSAL FORUM,
 Qtr. No-SD 6/2, Sourav Vihar, Near NSC College, BURLA-768017.
 E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM

Complaint No. _____ Received 413212046777
 No.....
 Dt.....

TPWODL, Burla

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

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

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

ମାମୁଲି କ୍ଷତିକାରକ କାର୍ଯ୍ୟ ଶୁଦ୍ଧି ପାଇଁ ମୁଁ ଏହି ଗ୍ରହଣ କରିବାକୁ ଅନୁରୋଧ କରୁଛି ।
 ଆମ୍ଭଙ୍କୁ ଏହି କ୍ଷତିକାରକ କାର୍ଯ୍ୟରୁ ମୁକ୍ତି ଦେବାକୁ ଆମ୍ଭଙ୍କୁ ଆବଶ୍ୟକୀୟ ପଦକ୍ଷେପ ଗ୍ରହଣ କରିବାକୁ ଅନୁରୋଧ କରୁଛି ।

(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 - Burla
 Date - 18/5/26
Kusumkhal

Bhabani Sanakar Misra
 Signature of the Applicant