

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 3174

Date: 28.07.2025

**Present:**Sri A.K. Satapathy, President  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/289/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sunanda Jena C/O-Kabulu Behera At/Po/Ps-Khaparsahi, Dist-Deogarh-768108		4141-1403-0327	9777888869
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.07.2025			
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	16.07.2025			
9	Date of Order	28.07.2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: SDO Office, Deogarh

**Appeared**

**For the Complainant-** Sunanda Jena  
Represented by Kabulu Behera

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

**GRF Case No- BRL/289/2025**

Sunanda Jena  
C/O-Kabulu Behera  
At/Po/Ps-Khaparsahi,  
Dist-Deogarh  
Consumer No-4141-1403-0327

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

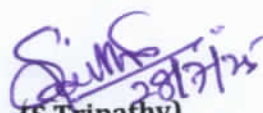
**OPPOSITE PARTY**

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.


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. Tripathy)  
Member (Finance)

**Member**

  
A.K. Satapathy  
(President)  
**President**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to:** **Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Sunanda Jena, C/O-Kabulu Behera, At/Po/Ps-Khaparsahi, , 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/289/2025)



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

Complaint No. 08

**GRIEVANCE REDRESSAL FORUM**  
**Received**

Consumer No. C1141-1403-0329

No. ....

Di. ....  
TPWODL, Burla

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.  
**Kabulu Behera**  
**SMT SUNANDA JENA, KHAPARSAHI, JANMEJAY JENA.**  
**MOBILE NO. 9438074142. Consumer NO. 414114030327**  
**AT- KhaparSahi, PO/PS/ Dist- Deogarh - 768108**  
**Contact no. 9777 8888 69**

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

**S.D.O. TPWODL Deogarh**

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

**Average billing on defective meter.**

- (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: - **Deogarh**

Date: - **16-07-2025**

\* Please add additional sheets if necessary

**KABULU BEHERA.**  
**S/O-Smt. Sunanda Jena.**  
**Signature of the Applicant**