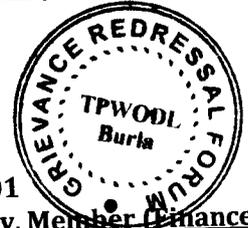


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

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/DED/ (Final Order)/ 07(4)

Date: 29.01.26

Present:Sri Ranjan Kumar Naik, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/31/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Niranjan Dharua At-Rukuda, Po-Parposi, Ps-Laimura, Dist-Deogarh	4140-0103-1807		
3	Respondent/s	S.D.O (Elect), Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	21.01.2026			
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	21.01.2026			
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, Tileibani

Appeared

For the Complainant- Niranjan Dharua



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

GRF Case No- BRL/31/2026

Niranjan Dharua
At-Rukuda, Po-Parposi, Ps-Laimura,
Dist-Deogarh
Consumer No-4140-0103-1807

COMPLAINANT

VRS

SDO(Electrical), Deogarh, 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.Tripathy
Member (Finance)
Member

Grievance Redressal Forum

Copy to: - TPWODL, Burla - 768017

Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Niranjana Dharua, At-Rukuda, Po-Parposi, Ps-Laimura, 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: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/31/2026)

047

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

Complaint No.:
ଅଭିଯୋଗକ୍ରମିକସଂଖ୍ୟା:

Consumer No.: 4140-0103-1807
ଗ୍ରାହକସଂଖ୍ୟା

GRIEVANCE REDRESSAL FORUM

Received

No.....

Di.....

TPWODL, Burla

BR/31
 26

- Name, detail address, telephone number, E-mail address of the complainant.
 ଅଭିଯୋଗକାରୀଙ୍କ ନାମ, ଡାକଠିକଣା, ଟେଲିଫୋନ ନମ୍ବର, ଇ-ମେଲିକଣା
 Niranjan Dhasua
 A+ - Rukuda, PO - Pasposi, P/s- Loimusa
 Dist - Deogarh
- Name of the local Office, designation of the Officer and address of the office against whose action/inaction the complaint is being filed.
 ଅଭିଯୋଗସହିତଜଡ଼ିତବିଦ୍ୟୁତଅଧିକାରୀଙ୍କ ବିବରଣୀ, ସ୍ଥାନୀୟ କାର୍ଯ୍ୟାଳୟର ଠିକଣା
- 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 ସହକାରୀ କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗବାଖଲକରିବାର ତାରିଖ
 ଏବଂ ଅଭିଯୋଗର ବିବରଣୀ (ଏହି ବିଷୟରେ ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ଦଲିଲଗୁଡ଼ିକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)
- Complaint Number allotted/acknowledgement given by the concerned officer.
 ଯଦି ସଂପୂର୍ଣ୍ଣ ଅଧିକାରୀ ଅଭିଯୋଗକ୍ରମିକ ନମ୍ବର ଦେଇଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ
- 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 ସଂପୂର୍ଣ୍ଣ ବାଖଲ ହୋଇଥିବା କାରଣ ପତ୍ର ଉପଲବ୍ଧ ଅଛି, ଏହାକୁ ସଂଲଗ୍ନ କରନ୍ତୁ

ସ୍ତ୍ରୀ, ଲାଲୁନି ସୁରମାଣି ଚୋପା ୪ ବର୍ଷ ପର୍ଯ୍ୟନ୍ତ ଶୁଭ କାର୍ଯ୍ୟ ଗାହ୍ୟ ଲାଲୁନି କମ୍ପାନୀର
 କର୍ମଚାରୀ, ଉପରୋକ୍ତ ବିଷୟରେ କମ୍ପାନୀରୁ ଲାଲୁନି ସୁରମାଣି କମ୍ପାନୀରୁ
 ଚାହୁଁଥିଲେ କିମ୍ବା କମ୍ପାନୀରୁ କର୍ମ ନିଷ୍କର୍ଷ । ମାର୍ଚ୍ଚ-୨୦୨୨ ରେ କମ୍ପାନୀରୁ ଏବଂ
 ଚାହୁଁଥିଲେ କିମ୍ବା କମ୍ପାନୀରୁ କର୍ମ ନିଷ୍କର୍ଷ । ଏହିପରି ସ୍ତ୍ରୀ ଲାଲୁନି ସୁରମାଣି
 କମ୍ପାନୀରୁ କର୍ମ ନିଷ୍କର୍ଷ କରିବାକୁ ଚାହୁଁଥିଲେ ।

୧୫ ବର୍ଷରୁ କମ୍ପାନୀରୁ କର୍ମ ନିଷ୍କର୍ଷ କରିବାକୁ ଚାହୁଁଥିଲେ କିମ୍ବା କମ୍ପାନୀରୁ
 7. Any Interim relief sought pending final decision on the matter.
 ଯଦି ମାମଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କଣିଏ ମଧ୍ୟବର୍ତ୍ତୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ

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 କଣିଏ ଅଦାଲତ କିମ୍ବା ମଧ୍ୟବର୍ତ୍ତୀ କାର୍ଯ୍ୟାଳୟରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସର୍ବିଶେଷ ବିବରଣୀ

Place: - Saloè (Téléèbanè)
 ସ୍ଥାନ
 Date: - 21.01.2026
 ତାରିଖ

ନିରଞ୍ଜନ ଦାସ
Signature of the Applicant
 ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ