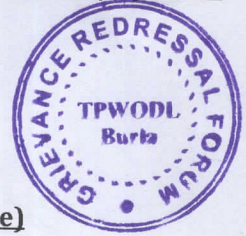


## Grievance Redressal Forum

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



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 339(4)

Date: 14/08/2025

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

1	Case No.	BRL/319/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Jamila Begum C/o- M.Itussain, At/Po-Sonapali Village, Brookshill, Dist-Sambalpur	4161-3210-0490	9338583956	
3	Respondent/s	SDO (Elect) Bhatapada, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.08.2025			
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	13.08.2025			
9	Date of Order	14/08/2025			
10	Order in favour of	Complainant	Respondent	Others ✓	
11	Details of Compensation awarded, if any.	NIL			



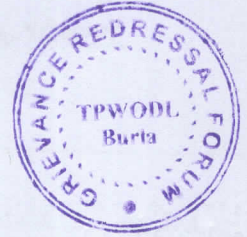
**Place of Camp:** SDO Office Bhutapada, TPWODL, Sambalpur

**Appeared**

**For the Complainant-** Jamila Begum

Represented by M.Itussain

**For the Respondent -** SDO(Electrical) Bhutapada, TPWODL



**GRF Case No- BRL/319/2025**

Jamila Begum

C/o- M.Itussain

At/Po-Sonapali Village, Brookshill,

Dist-Sambalpur

Consumer No-4161-3210-0490

**COMPLAINANT**

**VRS**

SDO(Electrical) Bhutapada, TPWODL.

**OPPOSITE PARTY**

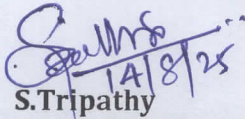
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith 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**

**TPWODL, Burla - 768017**

  
Ramjan Kumar Naik

(President)

**President**

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

**Copy to: -**

1. Jamila Begum, C/o- M.Itussain, At/Po-Sonapali Village, Brookshill, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
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/319/2025)



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

**GRIEVANCE REDRESSAL FORUM**

*Received*

Complaint No. \_\_\_\_\_

No. ....

Consumer No. 4161-2210-0490

Dt. ....

**TPWODL, Burla**

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

Janula Begum.

Sonapali village Brookshail, sonbalpur

9338583956

- (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).

The consumer had paid Rs 500 for meter testing, During  
the meter test, It was found the meter had on  
dupaly.

consumer received excess bill amount from Sep-2024 to  
Dec-2024, and consumer want to revised excess bill amount

- (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: - 13.08.2025

Date: -

M. Hussain

\* Please add additional sheets if necessary

Signature of the Applicant