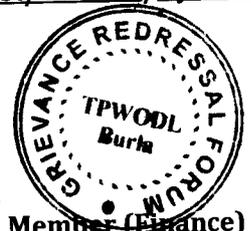


Grievance Redressal Forum
TPWODL, BURLA

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/DED/ (Final Order)/ 06CY)

Date: 29.01.26

Present:

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

1	Case No.	BRL/32/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Nandalal Dharua At-Gandam, Po-Dimirikuda, Ps-Laimura, Dist-Deogarh	4141-1558-0914		
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			

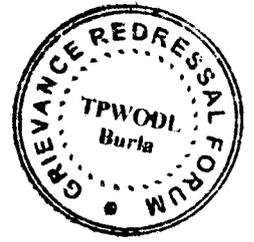
(Signature)
President
29/01/26

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Nandalal Dharua



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

GRF Case No- BRL/32/2026

Nandalal Dharua
At-Gandam, Po-Dimirikuda, Ps-Laimura,
Dist-Deogarh
Consumer No-4141-1558-0914

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. Nandalal Dharua, At-Gandam, Po-Dimirikuda, 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: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/32/2026)

CHP

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.: ୧୧୫୧-୧୫୫୫-୦୧୧୫
ଗ୍ରାହକସଂଖ୍ୟା

GRIEVANCE REDRESSAL FORUM

Received

No.....

Dt.....

TPWODL, Burla

BR 4/32
26
D

- Name, detail address, telephone number, E-mail address of the complainant.
ଅଭିଯୋଗକାରୀଙ୍କ ନାମ, ଠାକୁରାଣୀ, ଟେଲିଫୋନ ନମ୍ବର, ଇ-ମେଲିଡିଆରୀ
Nandlal Dasua
AT- Gandam, PO- Diminikuda
PS- Laimuru, Deogunh
- Name of the local Office, designation of the Officer and address of the office against whose action/inaction the complaint is being filed.
ଅଭିଯୋଗସହିତ ଜଡ଼ିତ ବିଦ୍ରୁପ ଅଧିକାରୀଙ୍କ ବିବରଣୀ, ସ୍ଥାନୀୟ କାର୍ଯ୍ୟାଳୟର ଠିକଣା
S.D.O. TPWODL, Deogunh
- 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 ସହାୟକ କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗ ଦାଖଲ କରିବାର ତାରିଖ ଏବଂ ଅଭିଯୋଗର ବିବରଣୀ (ଏହି ବିଷୟରେ ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ଦଲିଲଗୁଡ଼ିକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)
- Complaint Number allotted/acknowledgement given by the concerned officer.
ଯଦି ସଂପୃକ୍ତ 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 ପୂର୍ବରୁ ଦାଖଲ ହୋଇଥିବା କାର୍ଯ୍ୟର ପ୍ରତିପତ୍ର ଅଛି, ଏହାକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)
Arbitrarily/Abnormal billing by meter reader from Jun-2015 to Sep-18
& Abnormal/any billing from Oct-18 to Nov-2019
- Relief sought:-
ଚାହୁଁଥିବା ପ୍ରତିକାର
- Any Interim relief sought pending final decision on the matter.
ଯଦି ମାମଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କଣସି ମଧ୍ୟବର୍ତ୍ତୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ
- 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 କଣସି ଅଦାଲତ କିମ୍ବା ନ୍ୟାୟିକ ଫୋରମରେ ବିଚାର ଅଧୀନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେହି ବିଷୟରେ ସବିଶେଷ ବିବରଣୀ

Place: -
ସ୍ଥାନ
Date: - 21/01/26
ତାରିଖ

Signature of the Applicant
ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ