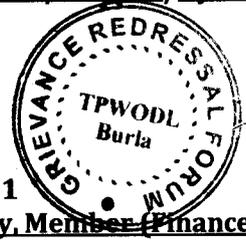


Grievance Redressal Forum

TPWODL, BURLA

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

Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)



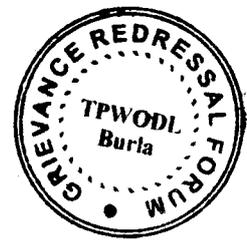
Ref: GRF/Burla/Div/JED/ (Final Order)/ 71(4)

Date: 26.02.26

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

1	Case No.	BRL/90/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Biranchi Mahanada C/O-Tophan Mahanada Harijan Pada, Kechhupani, Dist-Sambalpur	4132-1306-0493	7327008673	
3	Respondent/s	S.D.O (Elect), Kuchinda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	20.02.2026			
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	20.02.2026			
9	Date of Order	26.02.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			


President
 Grievance Redressal Forum
 TPWODL, Burla - 768017



Place of Camp: ESO Office, Bamra

Appeared

For the Complainant- Biranchi Mahanada
Represented by Tophan Mahanada

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

GRF Case No- BRL/90/2026

COMPLAINANT

Biranchi Mahanada
C/O- Tophan Mahanada
Harijan Pada, Kechhupani,
Dist-Sambalpur
Consumer No-4132-1306-0493

OPPOSITE PARTY

VRS
SDO(Electrical), Kuchinda, TPWODL.

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)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017

Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum,
TPWODL, Burla - 768017

1. Biranchi Mahanada, C/O- Tophan Mahanada, Harijan Pada, Kechhupani, Dist-Sambalpur
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/90/2026)

ESD, Bhamra

CAF

90
26

REGIONAL OFFICE OF THE DISTRICT
Qtr No-5D 67, Souty Road, Near N.C.S. Bldg. P.O. DLVA- 680117
E-mail: gfr.burla@tp-western-disna.e.in

GRIEVANCE REDRESSAL FORUM

Received

Complaint No. _____

No.....

Consumer No. **413213060493**

Di.....

TPWODL, Burla

1) I am a consumer and the product/service of the complainant with consumer no.

Bionchi Archanda,

Harijan Poda, Kechhupani

(M) - 7327008673.

2) The product designation and detailed address of the complainant, against whose action/omission, the complaint is being filed

3) The details of the complaint and the steps taken by the complainant to bring the matter to the Grievance Redressal Forum.

Excess cost charged previously.

4) Relief sought.

5) The date when the complaint was filed with you.

6) Whether the subject matter of the case is pending adjudication in any other court, consumer forum or any other Commission/Forum. If so, please give details.

7) Whether the complaint is the subject of any ESO/SDO/EP (Documentary evidence) be closed.

8) Complaint No. allotted by the office of ESO/SDO/EP, if any.

Bamra,
20/2/26

* If the complainant is a minor, please mention the name of the guardian.

Signature of the Applicant

Tophan Mchena
(Relative of Consumer)