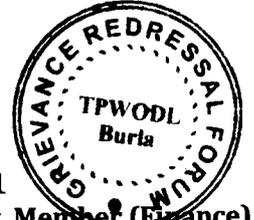


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 73(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/92/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Madan Chhatra At/Po-Badapada, Via-Bamra, Dist-Sambalpur-768221	4132-1306-0443	9938289081	
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			

  
 S.K. Dora  
 Co-opted Member  
 Grievance Redressal Forum  
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Bamra



**Appeared**

**For the Complainant-** Madan Chhatria  
Represented by Tophan Mahanada

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

**GRF Case No- BRL/92/2026**

Madan Chhatria  
At/Po-Badapada, Via-Bamra,  
Dist-Sambalpur  
Consumer No-4132-1306-0443

**VRS**

SDO(Electrical), Kuchinda, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

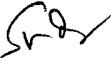
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith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

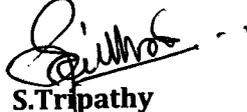
However, the Opposite Party is advised to resolve the case as per internal bill revision mechanism in force.

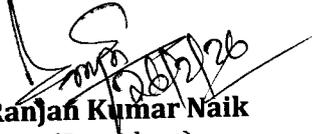
Hence the instance case petition is hereby dropped.

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)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

1. Madan Chhatria, At/Po-Badapada, Via-Bamra, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/92/2026)

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

92/26

GRIEVANCE REDRESSAL FORUM

Complaint No. \_\_\_\_\_ Received No. .... Consumer No. 413213060443  
Dt. ....  
TPWODL, Burla

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

~~1. Madan~~ MADAN CHHATRIA  
AT- BADA PADA MD No 9938289081  
P.O. - BAMRA  
Dist- Sambalpur Pin-768221

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

S.D.O TPWODL, Keonjhar

(3) The facts of the complaint (may be also cover the date of presentation to the concerned officer of the Licensee; action taken or inaction)

Prepaid billing amount may be reversed

(4) Bill no. and date.

(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 of complaint in the office of ESO/SDO/BI (Documentary evidences to be enclosed).

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

Place - Bamra  
Date

*Madan Chhatria*  
Signature of the Applicant

\* Please add additional sheets if necessary