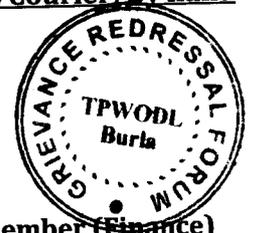


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 74 (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/93/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Laxman Behera C/O-Gyanchand Behera At-Near Hero Show Room Po-Bamra, Dist-Sambalpur-768221	4132-2302-0791	9938096986	
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			

(Signature)
President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Place of Camp: ESO Office, Bamra



Appeared

For the Complainant- Laxman Behera
Represented by Gyanchand Behera

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

GRF Case No- BRL/93/2026

Laxman Behera
C/O- Gyanchand Behera
At-Near Hero Show Room Po-Bamra,
Dist-Sambalpur
Consumer No-4132-2302-0791
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

S.Tripathy
Member (Finance)
Member

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

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Laxman Behera, C/O- Gyanchand Behera, At-Near Hero Show Room Po-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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/93/2026)

CHP

GRIEVANCE REDRESSAL FORUM,
Q. No-SD 6/2, Sourav Vihar, Near NAC College, FURLA-768017
For all grievances type to district

93/26

GRIEVANCE REDRESSAL FORUM

Received

Complaint No. _____

No.....

Consumer No. 413223020791

Dt.....

TPWODL, Burla

1) Name, detail address and telephone no./mobile no. of the complainant with consumer id

Laxman Behera
At - Near Hand show Room

Po - Banna
Dist - Sambalpur, PIN - 768221, Mob. 9938096986

2) Name of the designated unit, detail address of the goods which are sold or
supplied by the complainant

(SDC Ble), Raeling, a,

3) The facts of the complaint (may enclose copy of the latest representation to the concerned
officer of the Licensee; action taken or to be taken)

BSM disputed from Aug/24 to May/25.
BSM to be revised,

4) Relief sought

5) Any interim relief sought pending final decision

6) Whether the subject matter of the case is pending in any court, tribunal, arbitration
Committee, Forum, any other Court or Tribunal, if so, please give details.

7) Date of filing complaint in the office of ESO/SDO/EL (Documentary evidence to be
submitted)

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

Place:

Date:

* If any action is to be taken by

Appanchand Behera
(Son of Laxman Behera)
Signature of complainant