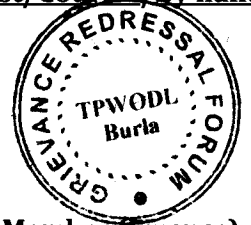


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601**Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/JED/ (Final Order)/ 93(4)

Date: 09.03.2026

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

1	Case No.	BRL/99/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Malati Tappo C/O-Tasil Tappo Jatuk, Dangjore, Dist-Sambalpur		4132-1311-0998	9937107504
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	09.03.2026			
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, Garposh

Appeared

For the Complainant- Malati Tappo
Represented by Tasil Tappo



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

GRF Case No- BRL/99/2026

COMPLAINANT

Malati Tappo
C/O- Tasil Tappo
Jatuk, Dangjore,
Dist-Sambalpur
Consumer No-4132-1311-0998

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)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

Ranjan Kumar Naik
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. Malati Tappo, C/O- Tasil Tappo, Jatuk, Dangjore, 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:Bhoingar, 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/99/2026)

Es, Gangosh

~~GPF~~
~~CRP~~

GRIEVANCE REDRESSAL FORUM,
Qtr No-SD.6/2, Sourav Vihar, Near NAC College, BU (LA- 68017)

27/2/26

GRIEVANCE REDRESSAL FORUM

Received

No.....

Dt.....

TPWODL, Burla

Complaint No. 413213110998

1) Name, full address and telephone number of complainant with complete

Smt. Malati Tappo,
PO - Dangajor, Jankur, Bamra, Pin-
(m) - 9932107504.

2) Designation and detailed address of the officer, against whose order the complaint is being filed

3) Details of the complainant (name, address, etc.) of the department to be concerned in the case regarding the transaction

4) Date of filing

5) Reason for filing complaint for decision

6) Whether subject matter is already pending before any authority, court, commission or other quasi-judicial body, please give details.

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

8) Name and address of the complainant

By: Gangosh
Date: 20/2/26

y Tasil Toppo

* If the complaint is not filed within the time limit

Director of the Application