

**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)

Date: 25/10/2025

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 4194

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/418/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kartika Khadia C/o-Nitin Khadia At -M.Katapali, Po - Panchagaon, Brajrajnagar, Dist-Jharsuguda-768226		4172-2304-1364	9692530866
3	Respondent/s	SDO (Elect), Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	10.10.2025			
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	10.10.2025			
9	Date of Order	25/10/2025			
10	Order in favour of	Complainant		Respondent	Others ✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Panchagaon, TPWODL, Brajrajnagar



Appeared

For the Complainant- Kartika Khadia

Represented by Nitin Khadia

For the Respondent - SDO(Electrical) Belpahar, TPWODL

GRF Case No- BRL/418/2025

Kartika Khadia

C/o- Nitin Khadia

At -M.Katapali,

Po - Panchagaon, Brajrajnagar,

Dist-Jharsuguda-768226

Consumer No-4172-2304-1364

COMPLAINANT

VRS

SDO(Electrical) Belpahar, 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.K.Dora)
10.25

(Co-Opted Member)

Co-opted Member

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

(S.Tripathy)
25/10/25

Member (Finance)

Member

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

(Rahjan Kumar Naik)
25/10/25

(President)

President

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

Copy to:-

1. Kartika Khadia, C/o- Nitin Khadia, At -M.Katapali, Po-Panchagaon, Brajrajnagar, Dist-Jharsuguda-768226.
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, Brajrajnagar with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
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/418/2025)

GRIEVANCE REDRESSAL FORUM
TPWODL, BURLA

Qtr.No.SD-6/2,Sourav Vihar, Near NAC College,
Burla-768017, Ph No.0663-2950601

Email:- **GRIEVANCE REDRESSAL FORUM**

Complaint No-

Received

No.....

Dr. no. of the complainant with consumer no.

TPWODL, Burla

1) The name, details address and telephone no/mob. no. of the complainant with consumer no.

Name - ~~K~~ Kartika Khadia

Address - M. Katapali

Pin - 768226

Mob - 9692530866

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

Sec - Ponchgon

Sub - Bulpahan

Div - Brajnagar

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

Abnormal bill from Dec-2018 to Oct-2022
kindly revised my abnormal bill.

4) Relief sought for.

5) Any interim Relief sought for, pending final decision.

6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, consumer Forum or any other Court. If so please give details.

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

8) Complain no. allotted by the office of ESO/SDO/EE. If any.

Son of Kartika Khadia

Place:-
Date:-

Bhikampali

10/10/2022

Nitin Khadia
signature of the Applicant