

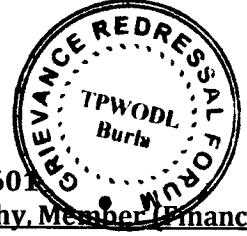
By Regd. Post/Courier/By hand

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)



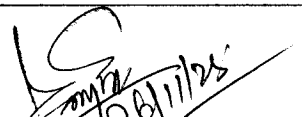
Ref: GRF/Burla/Div/SED/ (Final Order)/ 49244

Date: 26.11.25

**Present:**

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

1	Case No.	BRL/511/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ramashray Mistry At-Chandan Nagar, Po-Khetrajpur Dist- Sambalpur-768003		4116-2214-0100	9711418581/ 7978706447																																
3	Respondent/s	SDO (Elect) Khetrajpur, TPWODL,Sambalpur			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	21.11.2025																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>X</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>X</td><td>4. Contract Demand / Connected Load</td><td>X</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>X</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td>X</td></tr><tr><td>7. Interruptions</td><td>X</td><td>8. Metering</td><td>X</td></tr><tr><td>9. New Connection</td><td>X</td><td>10. Quality of Supply &amp; GSOP</td><td>X</td></tr><tr><td>11. Security Deposit / Interest</td><td>X</td><td>12. Shifting of Service Connection &amp; equipments</td><td>X</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>X</td><td>14. Voltage Fluctuations</td><td>X</td></tr><tr><td colspan="4">15. Others (Specify) -X</td></tr></table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019</td><td>✓</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td><td></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004</td><td></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006</td><td></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td><td></td></tr><tr><td>6. Others</td><td></td></tr></table>				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																					
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8	Date(s) of Hearing	21.11.2025																																			
9	Date of Order	26.11.25																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

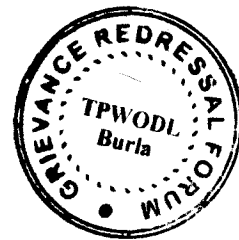
  
President

Place of Camp: SDO Office, Khetrajpur, TPWODL, Sambalpur.

**Appeared**

For the Complainant- Ramashray Mistry

For the Respondent - SDO(Elect.), Khetarjpur, TPWODL.



**GRF Case No- BRL/511/2025**

Ramashray Mistry  
At-Chandan Nagar,  
Po-Khetrajpur  
Dist- Sambalpur-768003  
Consumer No.-4116-2214-0100

**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Khetrajpur, 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**

(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) Ramashray Mistry, At-Chandan Nagar, Po-Khetrajpur, Dist-Sambalpur-768003.  
(2) Sub-Divisional Officer (Elect.) Khetrajpur, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.  
(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/511/2025)

Complaint No. \_\_\_\_\_

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.  
Name - Ramashray Mistry  
Address - Chandan Nagar, Khetaipur, Sambalpur, Odisha - 768003  
Mobile No. - 9711418581, 7978706447  
Consumer No. - 411622140100
- (2) The local office, designation and detailed address of the officer, against whose action/ inaction, the complaint is being filed.
- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).  
~~In July 2025,~~ In July-2024, I got extremely high bill due to suspected faulty meter. When I received the bill in Aug 2024, I raised a complaint and a technician visit was done from local TPWODL team. The technician checked the meter and confirmed that it is faulty but the meter was not changed immediately. On 21-SEP-2024, I raised the complaint again. The meter was changed on 27-SEP-2024, but by that time, I already had higher bills for 3 months (Jul, Aug, Sep), due to faulty meter.
- (4) Relief sought for.  
In relief, we request the department to do bill correction and waive-off the extra-amount of ~2300 INR still showing in my account. Only a partial amount has been adjusted till now.
- (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).  
27-Aug-2024, 21-Sep-2024
- (8) Complain no. allotted by the office of ESO/SDO/EE, if any.  
4270824026930, 4210924028946

Place: - Sambalpur

Date: - 21-Nov-2025

Signature of the Applicant