

**Grievance Redressal Forum  
TPWODL, BURLA**

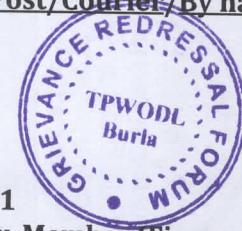
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

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)/ 548(4)

Date: 22.12.2025



**Present:**

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

1	Case No.	BRL/519/2025						
2	Complainant/s	Name & Address		Consumer No	Contact No.			
		Rusi Patel At-Kadupada, Via-Kusmi Dist-Sambalpur		4132-3511-0009	8926003051			
3	Respondent/s	S.D.O (Elect), Kuchinda			Division J.E.D, TPWODL, Jharsuguda			
4	Date of Application	03.12.2025						
5	In the matter of-	1. Agreement/Termination		<input checked="" type="checkbox"/>	2. Billing Disputes		<input checked="" type="checkbox"/>	
		3. Classification/Reclassification of Consumers		<input checked="" type="checkbox"/>	4. Contract Demand / Connected Load		<input checked="" type="checkbox"/>	
		5. Disconnection / Reconnection of Supply		<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer		<input checked="" type="checkbox"/>	
		7. Interruptions		<input checked="" type="checkbox"/>	8. Metering		<input checked="" type="checkbox"/>	
		9. New Connection		<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP		<input checked="" type="checkbox"/>	
		11. Security Deposit / Interest		<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipments		<input checked="" type="checkbox"/>	
		13. Transfer of Consumer Ownership		<input checked="" type="checkbox"/>	14. Voltage Fluctuations		<input checked="" type="checkbox"/>	
		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 <input checked="" type="checkbox"/>				
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	03.12.2025						
9	Date of Order	22.12.2025						
10	Order in favour of	Complainant	Respondent	Others	Others	Others	<input checked="" type="checkbox"/>	
11	Details of Compensation awarded, if any.	NIL						

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

Place of Camp: ESO Office, Kusumi

Appeared

For the Complainant- Rusi Patel



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

**GRF Case No- BRL/519/2025**

Rusi Patel

At-Kadupada, Via-Kusmi

Dist-Sambalpur

Consumer No-4132-3511-0009

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**

Copy to:-

S.Tripathy

Member (Finance)

*Member*

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

Ranjan Kumar Naik

(President)

*President*

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

1. Rusi Patel, At-Kadupada, Via-Kusmi 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/519/2025)

CHL

GRIEVANCE REDRESSAL FORUM,  
Qtr. No-SD 6/2, Sourav Vihar, Near NSC College, BURLA-768017.  
E-mail: grf.burla@tpwesternodisha.com

S19  
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GRIEVANCE REDRESSAL FORUM

SDO, Kuchendia

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

*Received*

No. ....

Dt. ....

*TPWODL, Burla*

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

*Ruchi Patel*

*Con no 4132 3511 0029*

*Mr. Vpendra Patel*

*mob no 892600305*

*Kadu Patel*

*Na Kusum - D/o Sambalpur*

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

*SDO TPWODL, Kuchendia*

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

*Any billing period may please be forwarded*

(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.

Place: - Sambalpur

Date: - 03.12.25

*Vpendra Patel*  
Signature of the Applicant