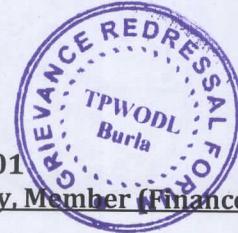


Grievance Redressal Forum
 TPWODL, BURLA
 Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
 Burla, Sambalpur, Pin- 768017

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/SED/ (Final Order)/ 543 (4)

Date: 22.12.2025

Present:

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

1	Case No.	BRL/533/2025						
2	Complainant/s	Name & Address		Consumer No				
		Dhruba Charan Pradhan At/Po-Bhalugudia,Burla Dist- Sambalpur.		4118-3104-0017	9556365155			
3	Respondent/s	S.D.O (Elect) Hirakud,TPWODL		Division S.E.D, TPWODL, Sambalpur				
4	Date of Application	11.12.2025						
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	11.12.2025						
9	Date of Order	22.12.2025						
10	Order in favour of	Complainant	Respondent	Others	✓			
11	Details of Compensation awarded, if any.	NIL						

Ranjan Kumar Naik
 22/12/26
 President

Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Chipilima, TPWODL.

Appeared

For the Complainant- Dhruba Charan Pradhan

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



GRF Case No- BRL/533/2025

Dhruba Charan Pradhan

At/Po-Bhalugudia,Burla

Dist- Sambalpur.

Consumer No.-4118-3104-0017

COMPLAINANT

VRS

(1) SDO(Elect.) Hirakud, 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)

S.Tripathy
Member (Finance)

Ranjan Kumar Naik
(President)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Co-opted Member

*Grievance Redressal Forum
TPWODL, Burla - 768017*

*Member
Grievance Redressal Forum
TPWODL, Burla - 768017*

Copy to:-

1. Dhruba Charan Pradhan, At/Po-Bhalugudia,Burla,Dist- Sambalpur.
2. Sub-Divisional Officer (Elect.) Hirakud, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/533/2025)

CHP

GRIEVANCE REDRESSAL FORUM, BURLA

Qtr. No-SD.6/2, Sourav Vihar, Near NAC College, BURLA-768017

E-mail : grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM

Received

No.....

Dt.....

TPWODL, Burla

Complaint No.:

ଅଭିଯୋଗ କ୍ରମିକ ସଂଖ୍ୟା:

1. Name, detail address, telephone number, E-mail address of the complainant with consumer Number
ଅଭିଯୋଗକାରୀଙ୍କ ନାମ, ଡାକ ଠିକଣା, ଟେଲିଫୋନ ନମ୍ବର, ଇ-ମେଲ୍ ଠିକଣା, ଗ୍ରାହକ ସଂଖ୍ୟା

*Dhirenba Charan Pradhan 4118-3104-0017
Bhaluguda, Buler (M) 9556365155*

2. Name of the local Office, designation of the Officer and address of the office against whose
action/inaction the complaint is being filed

ଅଭିଯୋଗ ସହିତ ଲାଇସ ବିବରଣୀ, ଶ୍ରାନ୍ତ କାର୍ଯ୍ୟାଳୟର ଠିକଣା

SDO, Chiplina under SD-Officed.

3. Date of filing complaint in the office of the Electrical Section Officer/Sub-Divisional Officer/Executive
Engineer. (Documentary evidence to be enclosed)

ଇଲେକ୍ଟ୍ରିକାଲ ସେକ୍ସନ୍ ଅଧିକାରୀ / ସବ-ଡିଭିଜନାଲ ଅଧିକାରୀ / କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗ ବାଖାଲ କରିବାର ତାରିଖ ଏବଂ
ଅଭିଯୋଗର ବିବରଣୀ (ସହି ବିଷୟର ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ଦିଲାଗୁଡ଼ିକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)

4. Complaint Number allotted/acknowledgement given by the concerned officer.

ଯଦି ସଂପୂର୍ଣ୍ଣ ଅଧିକାରୀ ଅଭିଯୋଗ କ୍ରମିକ ନମ୍ବର ଦେଇଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ

5. Facts of the complaint/grievance. Please enclose copies of the latest complaint/representation to the
concerned officer of WESCO/TPWODL if available and response or outcome of that complaint.

ଅଭିଯୋଗର ତଥ୍ୟ ଏବଂ ବିବରଣୀ (ସହି ପୂର୍ବରୁ ବାଖାଲ ହୋଇଥିବା କାଗଜପତ୍ର ଉପଲବ୍ଧ ଅଛି, ଏହାକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)

*Bills for the period Nov/2016 to Oct/2018 is
served on defective metering (Aug.) basis.*

6. Relief sought

ଚାହୁଁଥିବା ପ୍ରତିକାର

*Bills for the above period may be
revised.*

7. Any Interim relief sought pending final decision on the matter

ଯଦି ମାମଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କ ଶ୍ରୀ ମଧ୍ୟବନୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ

Nil.

8. If the subject matter of this complaint is pending adjudication in any other judicial, quasi judicial or
statutory forum or court. If so please give details

ଏହି ଅଭିଯୋଗ ଅନ୍ୟ କ ଶ୍ରୀ ଅଧାଳତ କିମ୍ବା ନ୍ୟାଯିକ ଫୋରମର ବିଚାର ଅଧାନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସବିଶେଷ ବିବରଣୀ

Place: - *Chiplina*

ଶ୍ରାନ୍ତ

Date: - *11/12/2025.*

ତାରିଖ

Dhirenba Charan Pradhan.

Signature of the Applicant

ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ