

Grievance Redressal Forum

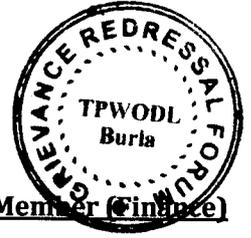
TPWODL, BURLA

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/SEED/ (Final Order)/ 64(4)

Date: 26.02.26

Present:

Sri Ranjan Kumar Naik, President

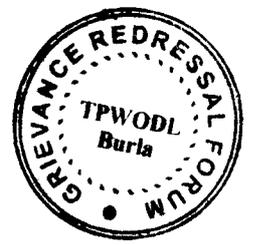
Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/107/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Santosh Gadnayak At/Po- Daicha,Hintarai,Naktideul, Dist-Sambalpur.		4164-3303-2009	
3	Respondent/s	S.D.Ø (Elect), Rairakhol,TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	24.02.2026			
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	24.02.2026			
9	Date of Order	26.02.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President
26/2/26

Grievance Redressal Forum
TPWODL, Burla - 768017



Place of Camp: SDO Office, Rairakhol, TPWODL

Appeared

For the Complainant- Santosh Gadnayak

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

GRF Case No- BRL/107/2026

Santosh Gadnayak

At/Po- Daicha, Hintarai, Naktideul

Dist-Sambalpur

Consumer No-4164-3303-2009

COMPLAINANT

VRS

SDO(Electrical), Rairakhol, 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. Santosh Gadnayak, At/Po- Daicha, Hintarai, Naktideul, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, 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: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/107/2026)

22 / 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

Complaint No.:

No.....

ଅଭିଯୋଗ କ୍ରମିକ ସଂଖ୍ୟା:

Di.....

TPWODL, Burla

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

Santosh Gannaik

4164 330 3 2009

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 ଜଡ଼ିତ ବିଦ୍ୟୁତ ଅଧିକାରୀଙ୍କ ବିବରଣୀ, ସ୍ଥାନୀୟ କାର୍ଯ୍ୟାଳୟର ଠିକଣା

Rainakhol

subdivision

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

ଇଲେକ୍ଟ୍ରିକାଲ୍ ସେକ୍ସନ୍ ଅଫିସର / ସବ୍-ଡିଭିଜନାଲ ଅଫିସର / କାର୍ଯ୍ୟନିର୍ବାହୀ ଯନ୍ତ୍ରୀଙ୍କ କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗ ଦାଖଲ କରିବାର ତାରିଖ ଏବଂ
ଅଭିଯୋଗର ବିବରଣୀ (ଏହି ବିଷୟର ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ଦଲିଲଗୁଡ଼ିକୁ 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 (ଯଦି ପୂର୍ବରୁ ଦାଖଲ ହୋଇଥିବା କାର୍ଯ୍ୟପତ୍ର ଉପଲବ୍ଧ ଅଛି, ଏହାକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)

Abnormal bills charged.

6. Relief sought

ଚାହୁଁଥିବା ପ୍ରତିକାର

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

ଯଦି ମାମଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କିଛି ମଧ୍ୟବର୍ତ୍ତୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ

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 କୌଣସି ଅଦାଲତ କିମ୍ବା ନ୍ୟାୟିକ ଫୋରମ୍‌ରେ ବିଚାର ଅଧୀନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସର୍ବଶେଷ ବିବରଣୀ

Place: - Rainakhol
ସ୍ଥାନ

Date: - 27/02/2026
ତାରିଖ

Signature of the Applicant
ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ