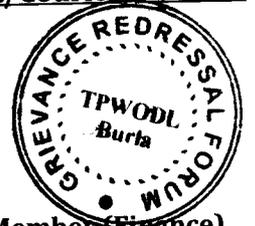


**Grievance Redressal Forum  
TPWODL, BURLA**

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/SEED/ (Final Order)/ 16(4)

Date: 29.01.26

**Present:**

Sri S.K Dora (Co-opted Member)  
Sri S.Tripathy Member(Finance)

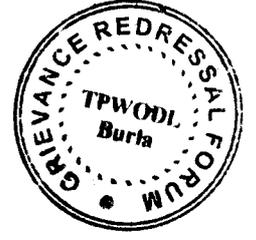
1	Case No.	BRL/20/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Muralidhar Pradhan At-Chemanda, Po-Salebhata, Dist-Sambalpur-768109		4160-0103-0558	9937709231
3	Respondent/s	E.E (Elect), SEED, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.01.2026			
5	In the 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	13.01.2026			
9	Date of Order	29.01.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Naktideol

**Appeared**

**For the Complainant-** Muralidhar Pradhan

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



**GRF Case No- BRL/20/2026**

Muralidhar Pradhan  
At-Chemanda, Po-Salebhata,  
Dist-Sambalpur  
Consumer No-4160-0103-0558

**COMPLAINANT**

**VRS**

**OPPOSITE PARTY**

E.E(Electrical), SEED, TPWODL.

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**

1. Muralidhar Pradhan, At-Chemanda, Po-Salebhata, 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: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/20/2026)

ESO Hatidhep, 2nd Remount

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

GRIEVANCE REDRESSAL FORUM

Complaint No. \_\_\_\_\_ Received No. .... Consumer No. 416001030558  
Dt. ....

TPWODL, Burla

- (1) The name, detail address and telephone/mobile no. of the complainant with class.  
Muralidhar Pradhan, At-Chemanda,  
PO-Salebhaha, Block-Nakhidew,  
Dist. Sambalpur, Pin-768109, mob-9937709231
- (2) The local office, designation and detailed address of the officer, against whose action the complaint is being filed.

- (3) The facts of the complaint (may enclose copy of the latest representation to the concern of the officer, action taken or inaction).  
ଆକ୍ଷର ପୃଷ୍ଠା ଦିଏଁ ବନି ପୂର୍ବ। କ୍ଷେମ ଚାହୁଁଥିବା କିନ୍ତୁ ତେଣୁ ମାଗୁଥିବା  
ପୂରଣା କରନ୍ତା କିନ୍ତୁ ମାଗେ ପାରି ନାହିଁ। ତେଣୁ କ୍ଷେମ  
ପାଉଁ, କ୍ଷେମ କରନ୍ତା ବାରି" ଆବେଦନ କରୁଛି

- (4) Relief sought.
- (5) Any interim relief sought, pending, final decision.
- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court Forum, any other Court or Forum if so, please give details.
- (7) Date of filing complaint in the office of ESO/SDO/EE (Documentary evidence to be attached).
- (8) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: -  
Date: -

\* Please add additional sheets if necessary.

Muralidhar Pradhan  
Signature of the Applicant

BRL/20  
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