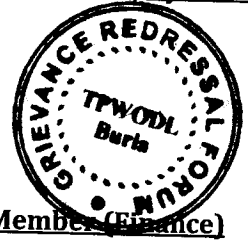


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 20304

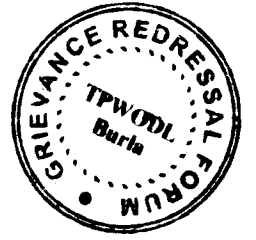
Date: 23.04.26

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

1	Case No.	BRL/217/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Saroj Pradhan At-Balanda, Po-Barangmal, Dist-Sambalpur-768112		4164-3205-0578	8249504526
3	Respondent/s	S.D.O (Elect), Rairakhol		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	10.04.2026			
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	10.04.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum
TPWODL, Burla - 768017



Place of Camp: ESO Office, Hatibari

Appeared

For the Complainant- Saroj Pradhan

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

GRF Case No- BRL/217/2026

Saroj Pradhan

At-Balanda, Po-Barangmal,

Dist-Sambalpur

Consumer No-4164-3205-0578

VRS

SDO(Electrical), Rairakhol, 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. Saroj Pradhan, At-Balanda, Po-Barangmal, 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/217/2026)

✓
C#P

GRIEVANCE REDRESSAL FORUM

ଈଶୋ ହାତୀବନୀ / ଈମ୍ପ୍ଲୋୟିମେଣ୍ଟ୍

Complaint No. 01

Received
No.....
Dt.....

Consumer No. 416432050578

217
✓

(1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.
416432050578
ph- 8249504526

At- Sanej Pradhan
At- Balanda, PO - Barangamal, Pin - 768112

(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).

* 28.2.2021 ଗଠ 13669 ଟଙ୍କା

26.6.2021 ଗଠ 49116 ଟଙ୍କା 68709 ଟଙ୍କା

(4) Relief sought.
ଗଠ - 8111 ଟଙ୍କା ୪୦୦ ଟଙ୍କା ଦିଆଯାଉ

(5) Any interim relief sought, pending final decision.

(6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer 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 enclosed).

(8) ComplaintNo. allotted by the office of ESO/SDO/EE, if any.

Place: - Hatibani
Date: - 10/04/2026

Sanej Pradhan
Signature of the Applicant

* Please add additional sheets if necessary