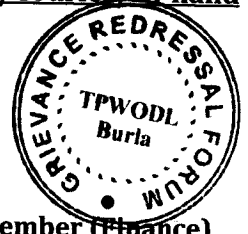


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)/ 271C4)

Date: 29.05.26

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

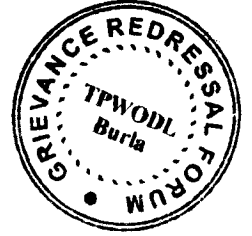
|                                                                             |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |                |                                          |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
|-----------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----------------|------------------------------------------|-------------------------------------------------------|---|----------------------------------------------------------------------------|---|-------------------------------------------------|---|-------------------------------------------|---|-----------------------------------------------------------------------------|---|------------------------------------------------------|---|------------------|---|-------------|---|-------------------|---|------------------------------|---|---------------------------------|---|-------------------------------------------------|---|------------------------------------|---|--------------------------|---|-------------------------|--|--|--|
| 1                                                                           | Case No.                                     | BRL/229/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                |                                          |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 2                                                                           | Complainant/s                                | Name & Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |   | Consumer No    | Contact No.                              |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
|                                                                             |                                              | M R Magar<br>C/O-Ganda Sagar Magar<br>At-Balijury, Jharsuguda<br>Dist-Jharsuguda-768202                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   | 4131-2308-0060 | 8280929643                               |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 3                                                                           | Respondent/s                                 | S.D.O (Elect), JED-I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |   |                | Division<br>J.E.D, TPWODL,<br>Jharsuguda |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 4                                                                           | Date of Application                          | 17.04.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |                |                                          |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 5                                                                           | In the matter of-                            | <table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table> |   |                |                                          | 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 |  |  |  |
| 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              | <table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>                                                                                                                                                                                                                                                                                                                                                                                              |   |                |                                          | 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                                            |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 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                           | 17.04.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |                |                                          |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 9                                                                           | Date of Order                                | 29.05.26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |                |                                          |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 10                                                                          | Order in favour of                           | Complainant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ✓ | Respondent     | Others                                   |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 11                                                                          | Details of Compensation awarded, if any.     | NIL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |                |                                          |                                                       |   |                                                                            |   |                                                 |   |                                           |   |                                                                             |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |

President

**Place of Camp:** SDO Office, JED-I, TPWODL

**Appeared**

**For the Complainant-** M R Magar  
Represented by Ganga Sagar Magar



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

**GRF Case No- BRL/229/2026**

M R Magar

**COMPLAINANT**

C/O- Ganga Sagar Magar

At-Balijury, Jharsuguda

Dist-Jharsuguda

Consumer No-4131-2308-0060

**VRS**

**OPPOSITE PARTY**

SDO(Electrical),JED-I, 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**

**Ranjan Kumar Naik**

(President)

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

1. M R Magar, C/O- Ganga Sagar Magar, At-Balijury, Jharsuguda Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) JED-I, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/229/2026)

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

CHP  
~~6/26~~

GRIEVANCE REDRESSAL FORUM

Complaint No. \_\_\_\_\_ Received No. .... Consumer No. 413123086060

Dt. ....  
**TPWODL, Burla**

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

Sri M. R. Magar  
At - Balijury, Shankuguda - 768202  
(M) - 8280929643.

- (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).

ମୋର ଘରର ଖିଲି ସେକ୍ସଟୁର ୨୦୨୦ରେ ଅବଧାନ ନାହିଁ।  
ଏହା କରୁ ନଥିବା ପ୍ରତି ଏହି ଟ୍ରାକ୍ଟିସିଆଲ୍ ।

- (4) Relief sought.

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

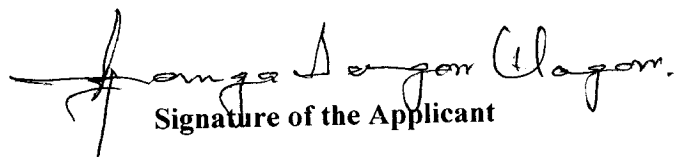
- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum, any other Court or Forum if so, please give details.

- (7) Date of filing complaint in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: - Shankuguda.  
Date: - 17/4/2026.

\* Please add additional sheets if necessary

  
Signature of the Applicant  
**GANGASAGAR MAHAR**