

## 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/SED/ (Final Order)/ 10 (4)

Date: 29.01.26

**Present:**

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/26/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dhanpati Sandha At-Hirakud High School, Gandhinagar, Po-Hirakud Dist-Sambalpur		4118-3417-0347	7735962700
3	Respondent/s	S.D.O (Elect), Hirakud		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	17.01.2026			
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	17.01.2026			
9	Date of Order	29.01.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

  
 President  
 Grievance Redressal Forum  
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Hirakud

Appeared

For the Complainant- Dhanpati Sandha

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



COMPLAINANT

OPPOSITE PARTY

**GRF Case No- BRL/26/2026**

Dhanpati Sandha  
At-Hirakud High School, Gandhinagar, Po-Hirakud  
Dist-Sambalpur  
Consumer No-4118-3417-0347  
VRS  
SDO(Electrical), Hirakud, 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)  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Dhanpati Sandha, At-Hirakud High School, Gandhinagar, Po-Hirakud 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: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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/26/2026)

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GRHud-I/SDO, Hirakud  
GRIEVANCE REDRESSAL FORUM,

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

E-mail: grf.burla@tpwesternodisha.com

BRI/26  
20/26

GRIEVANCE REDRESSAL FORUM

Received

Complaint No. 02 No..... Consumer No. 4118-3417-0347

Di.....  
TPWODL, Burla

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

DHANAPATI SANDHA

Address -> Hirakud High School, Gandhi Nagar

ph No. 7735962700

(2) The local office, designation and detailed address of the officer, against whose action/ inaction, the complaint is being filed.

SDO HIRAKUD

(3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

Consumer applied for New Connection.

Enquiry for Bill revision of previous connection

(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: - Sub-Division Hirakud

Date: - 17/01/2028

2 Monoj Sundha

Signature of the Applicant

\* Please add additional sheets if necessary