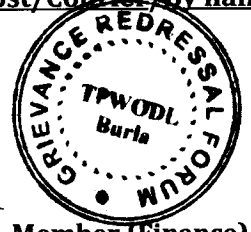


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 179(4)

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/467/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Assaf Ali Khan S/O- Late Noor Ahmed Khan At-Lal Haveli, Dalaipada, Po-Sambalpur, Dist-Sambalpur-768003	4160-0103-2910	8117861892	
3	Respondent/s	E.E (Elect), SEED, Sambalpur	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	12.11.2025			
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	26.11.2025/06.12.2025			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
President

**Grievance Redressal Forum  
TPWODL, Burla - 768017**

Place of Camp: GRF Office, Burla

Appeared



**For the Complainant-** Assaf Ali Khan

**For the Respondent -** E.E(Electrical),SEED, TPWODL.

**GRF Case No- BRL/467/2025**

Assaf Ali Khan  
S/O- Late Noor Ahmed Khan  
At-Lal Haveli, Dalaipada, Po-Sambalpur,  
Dist-Sambalpur  
Consumer No-4160-0103-2910

**COMPLAINANT**

**VRS**

**OPPOSITE PARTY**

E.E(Electrical),SEED, TPWODL.

**GIST OF THE CASE**

The petition filed by Sri Assaf Ali Khan, At-Ravanguda, Po-Gadlusingh, put forth the following details mentioned underneath, that.

1. The complainant is a Bonafide consumer bearing consumer No-416001032910, under SEED, Sambalpur, having connection over land situated at Khata No-77/125, plot No.-88, under Jujumura Tahsil.
2. The complainant had earlier approached the Opposite Party regarding shifting of 11/0.4 25 KVA Substation situated over his land to some other place which has been posing threat to lives of humans & animals within the premises, but to no avail above problems still remaining unresolved.
3. The complainant has applied for another 3-phase new connection to his premises under LT- Allied Agricultural Activities with 100KVA Substation & has deposited the required amount of Rs.100776, after inspection of opposite Party & framing of estimate for new work to be carried out. However, the new power supply still not extended on the plea that two Substations cannot be placed in the same premises & as advised by the Opposite Party Rs.49974/- was additionally deposited for shifting of existing 11/0.4 KV 25KVA Substation from his land which is meant for electricity supply to nearby villages. The complainant further averred that though it was not his responsibility/liability to shift the existing Substation, but to avail new 100KVA 3-Phase supply urgently to begin his allied agricultural activities, the above sum was deposited immediately.
4. That, even after depositing such shifting charges & requisite fees for new connection charges, the Opposite Party further demanded R.894336/- for shifting the existing Substation from his premises.

President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

5. That, despite fulfilling all necessary formalities & payment of Rs.550000/- only to the electrical contractor, the power supply for new 100 KVA 3-Phase line as applied could not be extended due to which the complainant failed to start his allied agricultural activities, that has resulted mental harassment & financial loss to him personally.
6. Hence, the complainant petition requested before the Forum to issue necessary directions to Opposite Party to shift the 11/0.4KV Substation from his premises, to install a new 100KVA Substation in his premises & extend new supply as applied for.

In this context, the complainant submitted the copies of estimation/Demand note framed for shifting of 11/0.4 transformer already situated at his premises having estimated amount of Rs.8,94,336/-(Gross Amt.) / Rs.49,974/-(Net), issued by E.E.(Elect.) SEED, Sambalpur, vide letter No-SEED/Tech.-893, dtd.03.09.20, the copy of money receipt dtd.06.09.25 amounting Rs.49974/-, the copy of Demand for new line as applied for, amounting Rs.100776/- & 11KV Estimate for erection of new Substation amounting Rs10,54,245,33/-, the copy of money receipt dtd.21.08.2025 amounting Rs.100776/-, the copy of application for new power supply under Allied Agricultural Activities, the Khatiyana Copy etc.

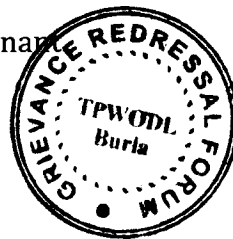
**Previous Complain, if any:** Not Available

The case being admitted notice was issued to appear before the Forum on 26.11.25 wherein, the complainant & Opposite Party represented by Sri Janmajay Dash, Estimator, SEED, Sambalpur Division remained present. The complainant reiterated the complaints regarding non-release of new power supply even after all formalities were met by him. On the other hand, the Opposite Party raised counter objection that the new supply cannot be extended unless the existing substation is shifted to another place outside the complainant's premises & it was due to such reason the new power supply could not be extended as of now.

The case was heard at length but due to non-submission of relevant documents/replies from Opposite Party, the case was adjourned to another date on 06.12.2025, wherein the complainant & the Opposite Party represented by Sri Bibhu Sunder Mohanty, ESO(Elect.), Hatibari, Sri Janmajay Dash, Estimator, SEED, Sambalpur Division appeared for hearing with no other documents submitted except the single line diagram of existing supply system & proposed new supply applied for. The Forum explored the possibility of conciliation between the parties concerned & however, directed to Opposite Party to submit the necessary documents for further adjudication to the case.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party in their reply submissions dtd.20.04.2026 confirmed to have completed all necessary works as objected by the complainant.



*[Handwritten Signature]*  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

## OBSERVATION

The case pertains to shifting of existing 11/0.4 25KV Substation meant for nearby villages to outside the premises of the complainant, installation/commissioning of new 100KV Substation & extension of new power supply for Allied Agricultural Activities. Now, that the complaint is fully resolved as confirmed by the complainant through email dtd.10.04.2026, with completion of all above work done by the Opposite Party, the instant petition stands dismissed. The order is delayed due to late submission of data/reports from the parties concerned.

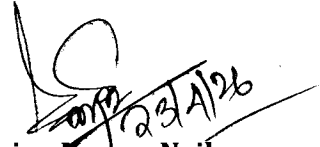
The case is hereby disposed of accordingly.



**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. Assaf Ali Khan, S/O- Late Noor Ahmed Khan At-Lal Haveli, Dalaipada, Po-Sambalpur, 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/467/2025)

