

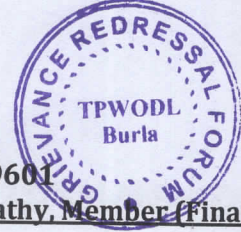
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Grievance Redressal Forum
TPWODL, BURLA

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

Email: 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)/ 95 (4)

Date: 9/03/2026

Present:

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

1	Case No.	BRL/569/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Shantilata Dagara At-Deul Bandh, Po- Modipara, Dist-Sambalpur-768002		NSC	8984875514
3	Respondent/s	SDO (Elect) Khetrajpur,TPWODL			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	18.12.2025			
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	31.12.2025/15.01.2026			
9	Date of Order	9/03/2026			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

President

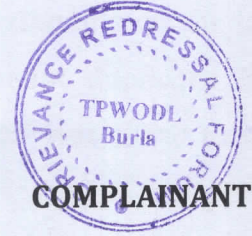
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: GRF Office, Burla, TPWODL, Sambalpur

Appeared

For the Complainant- Shantilata Dagara

For the Respondent - SDO(Elect.) Khetrajpur, TPWODL, Sambalpur.



GRF Case No- BRL/569/2025

Shantilata Dagara

At-Deul Bandh,

Po- Modipara,

Dist-Sambalpur-768002

VRS

SDO(Elect.) Khetrajpur, TPWODL, Sambalpur.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant Smt. Santilata Dagra, resident of Deolbandh, Modipara, District-Sambalpur, filed the petition received by the Forum on 18.12.2025, raised objection to abnormal/inordinate delay in providing a new domestic electricity connection to her premises. In this context, the complainant further submitted that an application for new power supply was made on 21-Feb.-2024(the copy of which was annexed) with Application No.-TPW10666111, but despite repeated follow-ups and submission of all required documents, the connection has not been released which has caused severe hardships, being a senior citizen with multiple health issues. Hence, the complainant prayed before the Forum to extend new power supply without further delay, directing the concerned authorities to expedite the process with compassion & urgency.

The case being admitted, notice was issued to both the parties to appear before the Forum on 31.12.2025. The complainant or any of her representative remained absent on this date & the Opposite Party represented by Sri Pravata Kumar Sahoo, the SDO(Elect.), Khetrajpur, appeared for hearing. The Forum examined the case detail in the absence of the complainant & rescheduled the hearing to another date on 15.01.2026. Meanwhile, the complainant also put forth her grievances before the Hon'ble Ombudsman-II, Bhubaneswar, received by their office on 24.12.2025. The Forum was in receipt of same representation forwarded by the Ombudsman-II, Bhubaneswar, on 29.12.2025.

The instant case was reheard on 15.01.2026 wherein the complainant could not be present but the Opposite Party namely Sri Pravata Kumar Sahoo, the SDO(Elect.), Khetrajpur, appeared for hearing. The Opposite Party failed to submit the written statement in support of their views to the case but submitted a copy of UPAN history to know the present status of application. It was learnt that an arrear outstanding has been found in her premises tagged to consumer No-411633120171 to the tune of Rs.75,914/-, as evident from the written statement received from the Opposite Party. During course of discussion, SDO(Elect.), Khetrajpur was asked to submit the details and status of the application for new service connection, Opposite

Party stated the application was rejected on the ground of arrear outstanding on the land in question and process has already been initiated for refund of amount deposited by the Complainant against the new service connection. SDO(Elect.),Khetrajpur was asked to submit the written petition to this effect to dispose the case on merit.


The written statement to the case dtd .27.01.26, the copies of order of DCDRC, Sambalpur, in CC No.-79/2025, dtd. 22.09.25, the spot verification report dtd.27.01.2026 along with photos of the premises in question were submitted by the Opposite Party in support of their views on the case. On perusal of records, it was brought to the notice of the Forum that the complainant had earlier moved to the Hon'ble DCDRC, Sambalpur (date of filing:15.04.2025, date of judgement: 22.09.2025) pertaining to same subject matter in question for redressal of his/her grievances, much before the petition filed in this Forum (dtd. 18.12.2025), to which the complainant did not disclose & suppressed these material facts in her petition. The same act of which is unlawful & in contravention to the rules & regulations framed. It was off late when the Forum received a request from the complainant dtd. 16.01.2026, regarding adjournment of hearing, as the same grievance was under active consideration & sub judice before the Hon'ble DCDRC, Sambalpur, for appropriate relief.

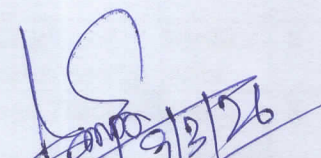
To extend another opportunity of hearing & further scrutiny of the case, a final notice was issued to the parties concerned to appear on 09.03.2026, wherein the complainant or his/her representative remained absent on the date.

Since the complainant or any of her representatives did not appear the hearing repeatedly, the petition stands no merit & is liable to be rejected.

Accordingly, the case is disposed of.


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

Copy to: -

1. Shantilata Dagara, At-Deul Bandh, Po- Modipara, Dist-Sambalpur-768002.
2. Sub-Divisional Officer (Elect.) Khetrajpur, TPWODL, Sambalpur 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/569/2025)