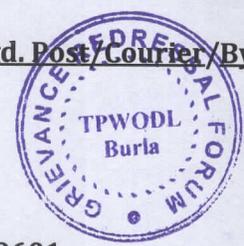


**Grievance Redressal Forum
TPWODL, BURLA**

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/SEED/ (Final Order)/ 35 (4)

Date: 19/02/2026

Present:

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

1	Case No.	BRL/70/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Jagdish Kumar Patra At/Po-Jayhanta, Batemora, Dist-Sambalpur.	4162-3102-0361		
3	Respondent/s	S.D.O (Elect) Dhaupali, TPWODL	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	13.02.2026			
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, 2719 ✓			
		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	13.02.2026			
9	Date of Order	19/02/2026			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Ranjan Kumar Naik
President
19/02/26

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Sahaspur,TPWODL, Sambalpur



Appeared

For the Complainant- Jagdish Kumar Patra

For the Respondent - SDO(Elect.) Dhanupali,TPWODL.

GRF Case No- BRL/70/2026

Jagdish Kumar Patra

At/Po-Jayghanta,Batemora,

Dist-Sambalpur.

Consumer No-4162-3102-0361

COMPLAINANT

VRS

SDO(Elect.) Dhanupali, TPWODL.

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*

Ranjan Kumar Naik

(President)
President

*Grievance Redressal Forum
TPWODL, Burla - 768017*

Copy to: -

1. Jagdish Kumar Patra, At/Po-Jayghanta,Batemora,Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Dhanupali,TPWODL,Sambalpur 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→ Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/70/2026)

CHP

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

GRIEVANCE REDRESSAL FORUM
Received

Burla 70/26

Complaint No.:
ଅଭିଯୋଗ କ୍ରମିକ ସଂଖ୍ୟା:

Case no - 4162-3102

No.....
Dt.....
TPWODL, Burla

- Name, detail address, telephone number, E-mail address of the complainant with consumer Number
ଅଭିଯୋଗକାରୀଙ୍କ ନାମ, ଡାକ ଠିକଣା, ଟେଲିଫୋନ ନମ୍ବର, ଇ-ମେଲ୍ ଠିକଣା, ଗ୍ରାହକ ସଂଖ୍ୟା
Jagdish Patra.
Vill - Jayghanta.
PO:- Motemora Dist - Sambalpur.
- Name of the local Office, designation of the Officer and address of the office against whose action/inaction the complaint is being filed
ଅଭିଯୋଗ ସହିତ ଜଡ଼ିତ ବିଦ୍ୟୁତ ଅଧିକାରୀଙ୍କ ବିବରଣୀ, ସ୍ଥାନୀୟ କାର୍ଯ୍ୟାଳୟର ଠିକଣା
(SOL Bkca)
- Date of filing complaint in the office of the Electrical Section Officer/Sub-Divisional Officer/Executive Engineer. (Documentary evidence to be enclosed)
ଇଲେକ୍ଟ୍ରିକାଲ୍ ସେକ୍ସନ୍ ଅଫିସର / ସବ୍-ଡିଭିଜନାଲ ଅଫିସର / କାର୍ଯ୍ୟନିର୍ବାହୀ ଯନ୍ତ୍ରୀଙ୍କ କାର୍ଯ୍ୟାଳୟରେ ଅଭିଯୋଗ ଦାଖଲ କରିବାର ତାରିଖ ଏବଂ ଅଭିଯୋଗର ବିବରଣୀ (ଏହି ବିଷୟର ଅଭିଯୋଗ ଏବଂ ଅନ୍ୟାନ୍ୟ ଦଲିଲଗୁଡ଼ିକୁ ସଂଲଗ୍ନ କରନ୍ତୁ)

4. Complaint Number allotted/acknowledgement given by the concerned officer.
ଯଦି ସଂପୃକ୍ତ ଅଧିକାରୀ ଅଭିଯୋଗ କ୍ରମିକ ନମ୍ବର ଦେଇଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ

5. Facts of the complaint/grievance. Please enclose copies of the latest complaint/representation to the concerned officer of WESCO/TPWODL if available and response or outcome of that complaint.
ଅଭିଯୋଗର ତଥ୍ୟ ଏବଂ ବିବରଣୀ ଯଦି ପୂର୍ବରୁ ଦାଖଲ ହୋଇଥିବା କାର୍ଗଜପତ୍ର ଉପଲବ୍ଧ ଅଛି, ଏହାକୁ ସଂଲଗ୍ନ କରନ୍ତୁ
ଫଳତଃ ଦିଆ ହୋଇଥିବା ଉତ୍ତର ୧୫/୧୨/୧୬.

6. Relief sought
ଚାହୁଁଥିବା ପ୍ରତିକାର

7. Any Interim relief sought pending final decision on the matter
ଯଦି ମାମଲାର ଅନ୍ତିମ ନିଷ୍ପତ୍ତି ପୂର୍ବରୁ କିଣି ମଧ୍ୟବର୍ତ୍ତୀ ପ୍ରତିକାର ଚାହୁଁଛନ୍ତି, ତାହା ଉଲ୍ଲେଖ କରନ୍ତୁ

8. If the subject matter of this complaint is pending adjudication in any other judicial , quasi judicial or statutory forum or court.If so please give details
ଏହି ଅଭିଯୋଗ ଅନ୍ୟ କିଣି ଅଦାଲତ କିମ୍ବା ନ୍ୟାୟିକ ଫୋରମର ବିଚାର ଅଧୀନରେ ଅଛି କି? ଯଦି ଅଛି, ତେବେ ସେ ବିଷୟରେ ସବିଶେଷ ବିବରଣୀ

Place: - Sahasrara
ସ୍ଥାନ

Date: - 17/12/16
ତାରିଖ

Jagdish Kumar Patra
Signature of the Applicant
ଆବେଦନକାରୀଙ୍କ ଦସ୍ତଖତ