

## Grievance Redressal Forum

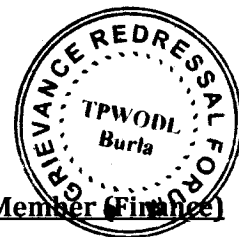
TPWODL, BURLA

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)/ 417 (4),

Date: 25/10/2025

**Present:**

Sri Ranjan Kumar Naik, President

Sri Sudhir Kumar Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

|                                                                              |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |            |                |                                           |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
|------------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------|-------------------------------------------|--------------------------------------------------------|---|-----------------------------------------------------------------------------|---|-------------------------------------------------|---|--------------------------------------------|---|------------------------------------------------------------------------------|---|------------------------------------------------------|---|------------------|---|-------------|---|-------------------|---|------------------------------|---|---------------------------------|---|-------------------------------------------------|---|------------------------------------|---|--------------------------|---|-------------------------|--|--|--|
| 1                                                                            | Case No.                                     | BRL/412/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |            |                |                                           |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 2                                                                            | Complainant/s                                | Name & Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |            | Consumer No    | Contact No.                               |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
|                                                                              |                                              | Jainaseni Rana<br>C/o-Lalit Mohan Rana<br>At/Po-Bhimkhoj, Birsingarh, Hatibari,<br>Rairakhhol<br>Dist-Sambalpur-768105                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |            | 4164-3202-2106 | 6370859176                                |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 3                                                                            | Respondent/s                                 | SDO (Elect), Rairakhhol, TPWODL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |            |                | Division<br>S.E.E.D, TPWODL,<br>Sambalpur |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 4                                                                            | Date of Application                          | 09.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |                |                                           |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 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                           | 09.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |                |                                           |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 9                                                                            | Date of Order                                | 25/10/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |                |                                           |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 10                                                                           | Order in favour of                           | Complainant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Respondent | Others         | ✓                                         |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |
| 11                                                                           | Details of Compensation awarded, if any.     | NIL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |            |                |                                           |                                                        |   |                                                                             |   |                                                 |   |                                            |   |                                                                              |   |                                                      |   |                  |   |             |   |                   |   |                              |   |                                 |   |                                                 |   |                                    |   |                          |   |                         |  |  |  |

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

**Appeared**

**For the Complainant-** Jainaseni Rana

Represented by Lalit Mohan Rana

**For the Respondent -** SDO(Electrical) Rairakhol, TPWODL



**GRF Case No- BRL/412/2025**

Jainaseni Rana

C/o-Lalit Mohan Rana

At/Po-Bhimkhoj, Birsingarh, Hatibari, Rairakhol

Dist-Sambalpur-768105

Consumer No-4164-3202-2106

**VRS**

SDO(Electrical) Rairakhol, TPWODL

**COMPLAINANT**

**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**

(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. Jainaseni Rana, C/o-Lalit Mohan Rana, At/Po-Bhimkhoj, Birsingarh, Hatibari, Rairakhol, Dist-Sambalpur-768105
2. Sub-Divisional Officer (Elect.) Rairakhol, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/412/2025)

GRIEVANCE REDRESSAL FORUM  
Received

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

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

Complaint No. 4

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

Name: ~~Prerna~~ Prerna Cms - 41443202 2106 Phone - 6370859176  
At PO → Bhimkhol, Bissingarah, Hatibani, Pinnakhol  
Pin - 768105

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

ESO - Hatibani Section

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

May 2021  
ମାସ ମାସରେ ମୋର ଶୁଣାଣି କରାଯାଇ ନାହିଁ  
12863 କୋରା ଗରୁକାଣି ଶୁଣାଣି କରାଯାଇ ନାହିଁ

- (4) Relief sought for.

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

No

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

No

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

No

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

Place: - Sambalpur

Date: - 09/10/2021

Lalit Mohan Rana  
Signature of the Applicant