

**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)

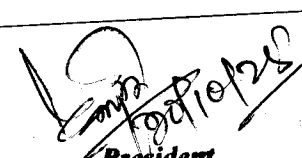
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 451(4)

Date: 31.10.25

Present:

**Sri Ranjan Kumar Naik, President
Sri Sovan Tripathy Member(Finance)**

1	Case No.	BRL/414/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Anadi Pradhan C/o-Suraj Kumar Pradhan At/Po-Sanatanpali, Hatibari, Rairakhhol Dist-Sambalpur-768112		4164-3204-1702	9938731809																																
3	Respondent/s	SDO (Elect), Rairakhhol, TPWODL			Division S.E.E.D, TPWODL, 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 & 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 & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & 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	30.10.25																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			


President
Grievance Redressal Forum
TPWODL, Burla - 768017

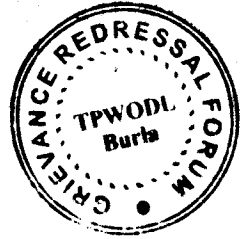
Place of Camp: ESO Office, Hatibari, TPWODL, Sambalpur

Appeared

For the Complainant- Anadi Pradhan

Represented by Suraj Kumar Pradhan

For the Respondent - SDO(Electrical) Rairakhol, TPWODL



COMPLAINANT

GRF Case No- BRL/414/2025

Anadi Pradhan

C/o- Suraj Kumar Pradhan

At/Po-Sanatanpali, Hatibari, Rairakhol

Dist-Sambalpur-768112

Consumer No-4164-3204-1702

VRS

SDO(Electrical) Rairakhol, TPWODL

OPPOSITE PARTY

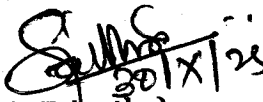
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith 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.Tripathy)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Anadi Pradhan, C/o- Suraj Kumar Pradhan, At/Po-Sanatanpali, Hatibari, Rairakhol, Dist-Sambalpur-768112
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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/414/2025)

GRIEVANCE REDRESSAL FORUM
Received

No.....

Di.....

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. 7

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

4164 32041702

Pin - 768472

Name - Anadi Pradhan

Pin - 993273 1809

At - Sanatan Pali

Post - Kankana Pali

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

Hati Bani 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).

ଏ ଫିଲ୍ଡ୍ ପ୍ରତି ଲେଖା ଯାଇଛି । ମାଧ୍ୟମ : ଲେଖା
ଫିଲ୍ଡ୍ ଲେଖା ।

- (4) Relief sought for.

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

- (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.

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

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

Place: - Sambalpur

Date: - 09.10.25

Sunaj Ku. Pradhan
Signature of the Applicant