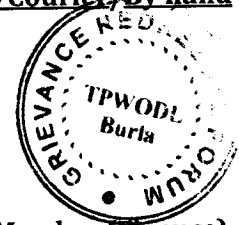


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 474(4)

Date: 31/10/25

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri Sovan Tripathy Member(Finance)**

1	Case No.	BRL/459/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Anil Kumar Agrawal Sri Shyam Mitra Mandal At/Po-Rengali, Dist- Sambalpur-768212		4163-3512-1552	9861345678
3	Respondent/s	SDO (Elect) Rengali, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	24.10.2025			
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	24.10.2025			
9	Date of Order	31/10/25			
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: SDO Office, Rengali, TPWODL, Sambalpur.

Appeared

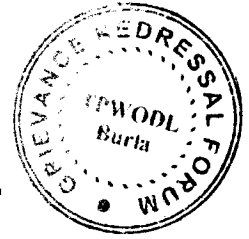
For the Complainant- Anil Kumar Agrawal

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

GRF Case No- BRL/459/2025

Anil Kumar Agrawal
Sri Shyam Mitra Mandal
At/Po-Rengali,
Dist- Sambalpur-768212.
Consumer No.-4163-3512-1552

COMPLAINANT



VRS

(1) SDO(Elect.), Rengali, TPWODL

OPPOSITE PARTY

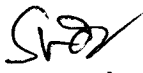
The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handing procedure) and hence, the copy of the application is enclosed herewith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

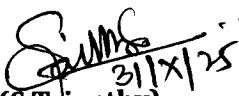
However, the opposite party is advised to resolve the case as per internal bill revision mechanism in force, testing the existing meter after obtaining due meter testing fees from the complainant.

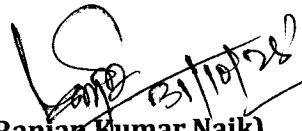
Hence the instance case petition is hereby dropped.

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)
Grievance Redressal Forum
TPWODL, Burla - 768017


(S.Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to:** - (1) Anil Kumar Agrawal, Sri Shyam Mitra Mandal, At/Po-Rengali, Dist- Sambalpur-768212.
(2) Sub-Divisional Officer (Elect.), Rengali, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/459/2025)

Received

Complaint No. 08

No.....

Dt.....

TPWODL, Burla

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

41/5/24
Anil Ku. Aggrawal, Sae Shyam Mubra Mandal,
Add: Rengali 9861345678, 9416335121552

Pen code - 768212 Mob no -

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

SDO, Rengali - (ESO Rengali)

SEED

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

Consumer wants to disconnect their service connection permanently but the charges was too high as it is not their actual consumption, as after May/2022 their meter was stolen also service wire.

- (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 Rayelli
Date: - 24.10.2025

Signature of the Applicant