

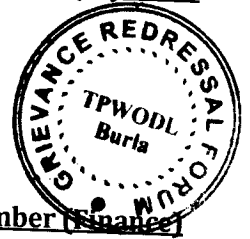
By Regd. Post/Courier/By hand

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)/ 491(4)

Date: 26.11.25

Present:

Sri Ranjan Kumar Naik, President

Sri S.K.Dora (Co-opted Member)

Sri Sovan Tripathy Member(Finance)

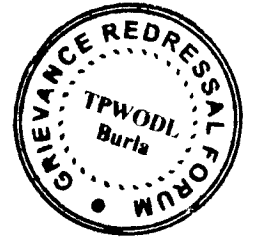
1	Case No.	BRL/512/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Subal Kumar Biswal At-Raypara, Near Samaleswari Temple, Po-Khetrajpur Dist- Sambalpur-768003		4116-2206-0374	9040507354																																
3	Respondent/s	SDO (Elect) Khetrajpur, TPWODL,Sambalpur			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	21.11.2025																																			
5	In the matter of-	<table><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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table><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																					
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6. Others																																					
8	Date(s) of Hearing	21.11.2025																																			
9	Date of Order	26.11.25																																			
10	Order in favour of	Complainant	Respondent	Others	✓																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: SDO Office, Khetrajpur, TPWODL, Sambalpur.

Appeared

For the Complainant- Subal Kumar Biswal

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



GRF Case No- BRL/512/2025

Subal Kumar Biswal
At-Raypara, Near Samaleswari Temple,
Po-Khetrajpur
Dist- Sambalpur-768003
Consumer No.-4116-2206-0374

COMPLAINANT

VRS

(1) SDO(Elect.), Khetrajpur, 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

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) Subal Kumar Biswal, At-Raypara, Near Samaleswari Temple, Po-Khetrajpur
Dist- Sambalpur-768003.

(2) Sub-Divisional Officer (Elect.), Khetrajpur, TPWODL 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/512/2025)

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

No.....
Dt.....
TPWODL, Burla
SDO, Khetrajpur

Complaint No. _____

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.
Consumer No- 411622060374 Subal Kumar Biswal,
At- Raypara, Near Samaleswari Temple, PO- Khetrajpur. - 768003.
Mob- 9040507354.
- (2) The local office, designation and detailed address of the officer, against whose action/ inaction, the complaint is being filed.
- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).
① ମିଷ୍ଟର ନିକେଟି ଦିଲ୍ଲୀ ଅଫିସ୍ ଦିଆଯାଇଛି - 21/3/2025 - 3098/-
② ଏକ୍ସପ୍ରେସ୍ ନାମରେ ଦିଲ୍ଲୀ ଉପରାୟ ଲାଇସେନ୍ସ କର୍ମୀଙ୍କ ନିକଟରେ display ନାହିଁ କିନ୍ତୁ ସ୍ଥାନୀୟ ଅଫିସ୍ରେ ଦିଲ୍ଲୀ ଉପରାୟ ବା 21650 ନିକଟରେ ପାଇଁ ଅପ୍ଲାଇଡ୍ ହୋଇଛି । 26/4/2025 - 8-1929/-
③ ମିଷ୍ଟର ନିକେଟିଙ୍କୁ ନିଜର 22/5/2025 ରୁ ଅପ୍ଲାଇଡ୍ 405 unit କରିବା ଦିଆଯାଇଛି । Bill Amt - Rs - 2181/-
(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: - 21/11/2025

Subal Ku. Biswal
Signature of the Applicant