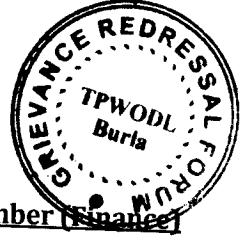


By Regd. Post/Courier/By hand



**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)

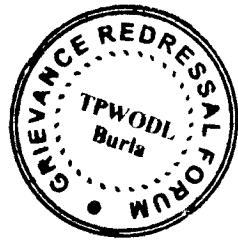
| | | | | | | |
|----|--|---|--|---|---|--|
| 1 | Case No. | BRL/512/2025 | | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | | |
| | | Subal Kumar Biswal At-Raypara, Near Samaleswari Temple, Po-Khetrajpur Dist- Sambalpur-768003 | 4116-2206-0374 | 9040507354 | | |
| 3 | Respondent/s | SDO (Elect) Khetrajpur, TPWODL,Sambalpur | Division S.E.D, TPWODL, Sambalpur | | | |
| 4 | Date of Application | 21.11.2025 | | | | |
| 5 | In the matter of- | 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 | | | 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.), Khetrajpur, 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: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/512/2025)

5/2
GRIEVANCE REDRESSAL FORUM,
Qtr. No-SD 6/2, Sourav Vihar, Near NSC College, BURLA-768017
E-mail: grf.burla@tpwesternodisha.com

GRIEVANCE REDRESSAL FORUM
Received
No.
Dt.
TPWODL, BURLA
SDO, Khetrapur

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 Samalaswari Temple, PO- Khetrapur - 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 ମିଶ୍ର ମନ୍ଦିର ବିହୁ ପାଇଁ ଦିନ୍ବାପାତ୍ରୀ - 21/3/2025 - 3098/-
② ଏବେବିମାଳୀ ବିହୁ ଦେବୀ ପାଇଁ କିନ୍ତୁ ଏହି ପାଇଁ display କାହାରେ
ମୁଣ୍ଡି ପାଇଁ ଏହିମାଳୀ ବିହୁ ଦେବୀ ପାଇଁ କିନ୍ତୁ ଏହି ପାଇଁ ଏହିମାଳୀ
ଦିନ୍ବାପାତ୍ରୀ । 26/4/2025 - Rs-1929/-
③ ମିଶ୍ର କଟାଇବାପାତ୍ରୀ । 22/5/2025 ରେ 405 unit କିନ୍ତୁ B
ବିଧିବିରୁ । 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