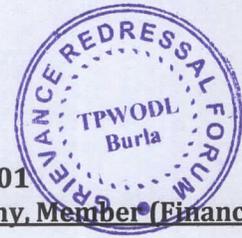


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 38 (4)

Date: 19/02/2026

Present: Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/02/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		President Pani Panchayat C/o- Vesaja Hasti At/Po- Turei, Kuchinda, Via-Kesaibahal, Dist-Sambalpur-768228.		4130-0103-6669	
3	Respondent/s	EE (Elect) JED, TPWODL Jharsuguda,		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	07.01.2026			
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	07.01.2026			
9	Date of Order	19/02/2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Kuchinda, TPWODL, Jharsuguda

Appeared

For the Complainant- President Pani Panchayat
Represented by Vesaja Hasti

For the Respondent - EE(Elect.) JED, TPWODL, Jharsuguda.



GRF Case No- BRL/02/2026

President Pani Panchayat
C/o- Vesaja Hasti
At/Po- Turei, Kuchinda,
Via-Kesaibahal,
Dist-Sambalpur-768228
Consumer No-4130-0103-6669

COMPLAINANT

VRS

EE(Elect.) JED, TPWODL, Jharsuguda.

OPPOSITE PARTY

GIST OF THE CASE

Sri Vesaja Hasti on behalf of President Pani Panchayat appeared in the Camp Court hearing held at SDO Office, Kuchinda, Jharsuguda on Dt. 07.01.2026. The complainant submitted during course of hearing in brief as follows:

- 1) That billing raised during cable theft period may please be withdrawn, which enables consumer to pay the arrear dues.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the ledger copy for the period from Aug'2024 to Dec'2025, Physical Verification report carried out on 11.02.2026 and written version on 12.02.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. As per the consumers complainant and PVR of ESO, Kusumi supply cable was theft on 05.06.2025 and power supply was restored on 03.12.2025. As consumer was not availing power supply the provisional and average bill made during the period may be withdrawn.

OBSERVATION

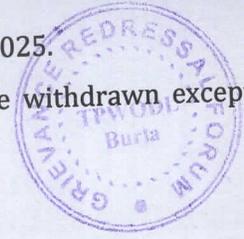
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4130-0103-6669, having CD-10HP under LT- IRRIGATION PUMPING AND AGRICULTURE category, coming under ESO-Kusumi & initial power supply effected on 21.08.2024. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) The date of initial power supply is 28/08/2024 with installed meter no. "TWSC59022481".
- 2) Actual bills were served from date of power supply to May-2025. From 06/2025 to 12/2025, average bills were raised due to 11 KV conductor theft and subsequently due to meter defective.

This is also affirmed by SDO(Elect.) kuchinda/ ESO Kusumi through their written statement.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

- 3) The power supply was disrupted on 05/05/2025 and resumed on 03.12.2025.
- 4) The average bills generated during conductor theft period needs to be withdrawn except fix charge redress the consumer's complain.



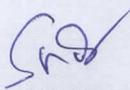
ORDER

After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

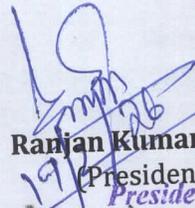
1. The Opposite Party is directed to withdraw the EC bill from 05/06/2025 to 03/12/2025, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
2. The Opposite Party is directed to install a new meter immediately to serve EC bill to the consumer on actual basis.
3. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, considering the adjustments, if any, and adjustment for the payments made by the complainant.
4. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Mar-2026) from the date of issue of this order.


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. President Pani Panchayat, C/o- Vesaja Hasti, At/Po- Turei, Kuchinda, Via-Kesaibahal, Dist-Sambalpur-768228.
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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/02/2026)