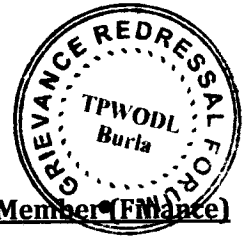


**Grievance Redressal Forum
TPWODL, BURLA**

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)/127(4)

Date: 30.03.26

Present:

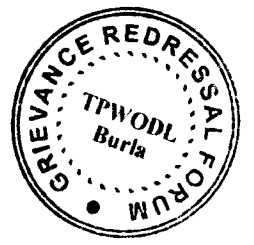
**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)**

1	Case No.	BRL/67/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Umakanta Behera C/o-Mantu Behera At/Po- Golabandha, M.Guderapur, Dist-Sambalpur.	4162-3102-0179		
3	Respondent/s	SDO (Elect) Dhanupali, TPWODL.		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.02.2026			
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	13.02.2026			
9	Date of Order	30.03.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office Sahaspur, TPWODL, Sambalpur



Appeared

For the Complainant- Umakanta Behera
Represented by Mantu Behera

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

GRF Case No- BRL/67/2026

Umakanta Behera
C/o-Mantu Behera
At/Po- Golabandha, M.Guderapur
Dist-Sambalpur
Consumer No-4162-3102-0179

COMPLAINANT

VRS
SDO(Elect.) Dhanupali, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Mantu Behera on behalf of Umakanta Behera appeared in the Camp Court hearing held at ESO Office, Sahaspur, Sambalpur on Dt. 13.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) To revise the old wrong bills.

Previous Complain. if any: Not Available

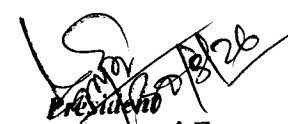
SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted Physical Verification report carried out on 18.02.2026 and written version on 19.02.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. Billing was in Average/Provisional basis from October'2015 to Nov'2016. A new meter sl. no."WUS25799" was installed in Dec/Jan'2016.
2. Average/Provisional basis from Oct'2015 to Nov'2016 can be revised on basis of new meter's 6 months consumption.
3. Bill from Feb'2020 to Apr'2024 can be recast by spreading over the reading of meter sl. no."LW564803".

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 4162-3102-0179, having CD-2.50KW under LT- Domestic category, coming under ESO- Sahaspur & initial power supply effected on 11.01.2001. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,


Grievance Redressal Forum
TPWODL, Burla - 768017

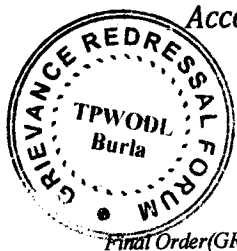
- 1) The date of initial power supply is 11/01/2001 with installed meter no. "112233".
- 2) Actual/provisional bills were generated from date of power supply to August-2001. Then average bills generated from September-2001 to June-2005.
- 3) A meter having sl. no. "1916698" was replaced during July-Aug/2005 and actual/provisional bills are being served up to May-2006. Then average bills generated from June-2006 to May-2009.
- 4) A meter having sl. no. "327887" was replaced during June-2009 and actual/provisional bills are being served up to Aug-Sept/2015. From Oct-Nov/2015 to November-2016, average/provisional bills were generated.
- 5) A meter having sl. no. "WUS25799" was replaced during Dec-Jan/2017 and actual/provisional bills are being served up to Dec-Jan/2020.
- 6) A meter having sl. no. "LW564803" was replaced during 18/02/2020 and actual/provisional bills are being served up to July-2023 with some period billed with high units.
- 7) A meter having sl. no. "TWSP51014714" was replaced during 21/08/2023 and actual bills are continuing till date.
- 8) Basing upon the above facts and data, Forum construed that the bills from October-2015 to November-2016 should be revised and bills from February/2020 to April-2023 to be re-casted to resolve the consumer's grievance.

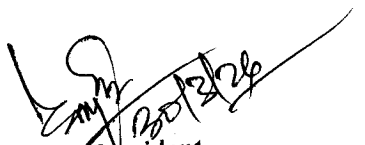
ORDER

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 revise the EC bill from October-2015 to November-2016 taking six-month average consumption of meter installed during Dec-Jan/2017, 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 re-cast the bill from February-2020 to April-2023, duly adjusting the bill revision made earlier and/or the benefit arising out of the QTS Scheme, if any.*
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.




President
Grievance Redressal Forum
TPWODL, Burla - 768017

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


S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to: -

1. Umakanta Behera, C/o-Mantu Behera, At/Po- Golabandha, M.Guderapur, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Dhanupali, 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/67/2026)

