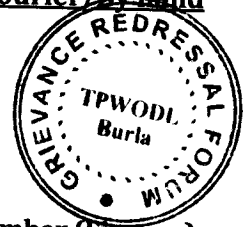


Grievance Redressal Forum
TPWODL, BURLA

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)/ 126(4)

Date: 30.03.2026

Present:

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

1	Case No.	BRL/69/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Harichandra Behera C/o-Chintamani Chhanda At/Po- Sahaspur, Dist-Sambalpur.		4160-0103-0657	
3	Respondent/s	EE (Elect) SEED, TPWODL, Sambalpur		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
30/03/26

Place of Camp: ESO Office Sahaspur, TPWODL,Sambalpur

Appeared

For the Complainant- Harichandra Behera
Represented by Chintamani Chhanda
For the Respondent - EE(Elect.) SEED, TPWODL,Sambalpur



GRF Case No- BRL/69/2026

Harichandra Behera
C/o- Chintamani Chhanda
At/Po- Sahaspur
Dist-Sambalpur
Consumer No-4160-0103-0657

COMPLAINANT

VRS

EE(Elect.) SEED,TPWODL,Sambalpur.

OPPOSITE PARTY

GIST OF THE CASE

Sri Chintamani Chhanda on behalf of Harichandra 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 resolve the load factor bills.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted Physical Verification report carried out on 19.02.2026 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 May'2024 to Nov'2024. A new meter sl. no."10098780" was installed on 13.01.2025. But actual bills were generated for only 5 months from Dec'2024 to Apr'2025.
2. Again bills from May'2025 to Jul'2025 were in average basis. A new meter sl. no."TWSC10095350" on 20.08.2025.
3. So, bills from May'2024 to Nov'2024 and May'2025 to Jul'2025 may be revised by taking 12 months actual consumption of meter sl. no."TWSC10095350". 12 months consumption will be derived in the month of Aug'2026.

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 4160-0103-0657, having CD-3KW under LT- Irrigation Pumping and Agriculture category, coming under ESO- Sahaspur & initial power supply effected on 03.05.2015.

On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

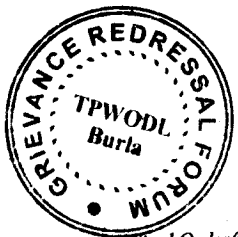
- 1) The date of initial power supply is 03/05/2015 with installed meter no. "WCS00701".
- 2) Actual/provisional bills were generated from date of power supply to August-2017. Then average bills generated from September-2017 to January-2024.
- 3) A meter having sl. no. "TWSC59004546" was replaced during 10/01/2025 and actual/provisional bills were being served up to April-2024. Then average/provisional bills were generated from May-2024 to November-2024.
- 4) A meter having sl. no. "10098780" was replaced on 13/01/2025 and actual/provisional bills were being served up to April-2025. From May-2025 to July-2025, average/provisional bills were generated.
- 5) A meter having sl. no. "TWSC10095350" was replaced on 20/08/2025 and actual/provisional bills are being served up to till date.
- 6) Basing upon the above facts and data, Forum construed that the bills from May-2024 to November-2024 and from May-2025 to July-2025 should be revised 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 May-2024 to November-2024 and May-2025 to July-2025 taking six-month average consumption of meter installed on 20/08/2025, 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 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.*
3. *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.

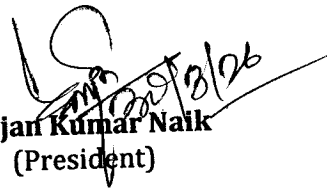



President
Grievance Redressal Forum
TPWODL Burla - 768017

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. Harichandra Behera, C/o- Chintamani Chhanda, At/Po- Sahaspur, 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/69/2026)

