

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 36 (4)

Date: 31/01/25

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/9/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bandhura Mahakul C/O-Kubera Mahakul At-Menjaribahal, Po-Dholpada, Ps-Reamal Dist-Deogarh		4141-1529-0536	8658006560
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.01.2025			
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 ✓ Regulation-155			
		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	16.01.2025			
9	Date of Order	31/01/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017



**Place of Camp:** SDO Office, DED, Deogarh  
**appeared**

**For the Complainant-** Bandhura Mahakul  
Represented by Kubera Mahakul

**For the Respondent -** SDO(Electrical), Deogarh, TPWODL.

**GRF Case No- BRL/9/2025**

Bandhura Mahakul  
C/O- Kubera Mahakul  
At-Menjaribahal, Po-Dholpada,  
Ps-Reamal  
Dist-Deogarh  
Consumer No-4141-1529-0536

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Kubera Mahakul on behalf of Bandhura Mahakul has appeared in the hearing on Dt. 16.01.2025 at the camp held at SDO Office, DED, Deogarh and submitted a written complaint wherein he has raised objection about average bills charged from Nov-2014 to Oct-2018, that were not subsequently revised. Hence, the complainant prayed before the Forum to direct the opposite party to redress his grievance by revising the earlier erratic bills accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Oct-2014 to July-2023, a Physical verification Report carried out on 19.01.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per the billing data the Power supply given to consumer premises on 18.12.2012 with meter no 806040 under "KTJ" category. Existing SD-0.11KW
2. The bill served to consumer on actual basis up to Oct-2014, and Provisional/Average bill served to consumer from Nov-2014 to Oct-2018.
3. The Meter no. LW060059 was installed on 06.11.2018 with IMR=1 and then the electricity bill served to consumer on actual basis up to March-2019.
4. The power supply was disconnected due to nonpayment of electricity dues on 28.04.2023 (FG data).
5. The opposite party further observed that the average bill from Nov-2014 to Oct-2018 may be revised by taking actual monthly average consumption recorded in new meter no LW060059.

Hence, the opposite party argued before the Forum to issue order as deemed fit.

**OBSERVATION**

The case is perused 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 4141-1529-0536, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That the first power supply effected to the complainant on 18.12.2012 & the first energy bill was charged in Oct-2014 on actual basis considering the advanced meter reading recorded in meter SI No "806040."
2. Average bills were raised continuously from Nov-2014 to Oct-2018 @ 970 units on bi-monthly basis.



3. A new meter SI No "LW060059" was installed in the premises on 24.09.2021 and the same meter has been in running condition with meter status found 'OK' as per latest Physical Verification Report submitted Dt.19.11.2024. However, the Physical Verification Report indicated that the power supply has been in disconnected state & also confirmed the fact from FG data base (Licensee Soft record), that being disconnected since 28.04.2023.
4. It was revealed that the opposite has not taken any steps in earlier occasions to revise the Average bills and redress the Grievances and allowed the billing to continue on Average basis for such four years period.
5. That, the current outstanding as on July-2023 stood at Rs.116607.49/-



Considering the facts stated above and the documents available on records, the Forum construed that the energy bill so charged on Average basis from Nov-2014 to Oct-2018 are to be revised restricted/limited to two years prior to the month in which the subsequent meter SL No "LW060059" was installed as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019.

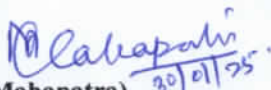
### ORDER

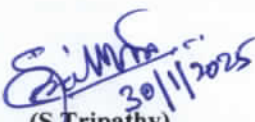
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply) Code,2019


1. The Opposite Party is directed to revise the bills charged from Nov-2016 to Oct-2018 on the basis of succeeding six months actual monthly Average consumption recorded in meter SI No- "LW060059", from the date/month of installation of the same, 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, taking into account 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.

The opposite party is directed to submit the compliance report to this Forum within one month from the date issue of this order.

Accordingly, the case is disposed of.

  
**B. Mahapatra**  
 (Co-Opted Member)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**(S. Tripathy)**  
 Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**A.K. Satapathy**  
 (President)  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

- Copy to:
1. Bandhura Mahakul, C/O-Kubera Mahakul, At-Menjaribahal, Po-Dholpada, Ps-Reamal, Dist-Deogarh.
  2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
  3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
  4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is either by this order or of the Grievance Redressal Forum in time, 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) or Odisha Electricity Regulatory Commission At-Plot No-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/9/2025)