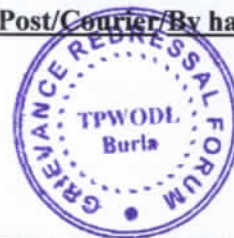


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)/ 37 (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/10/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Badal Munda At-Phulamara, Po-Dimirikuda, Ps-Laimura Dist-Deogarh		4141-1517-0660	7656893723																																
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019 ✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</td> </tr> </table>				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																										
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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																																			



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

**Appeared**

**For the Complainant-** Badal Munda

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

**GRF Case No- BRL/10/2025**

Badal Munda  
At-Phulamara, Po-Dimirikuda,  
Ps-Laimura  
Dist-Deogarh  
Consumer No-4141-1517-0660

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

The complainant appeared before 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 abnormal & exorbitant bills raised previously on old meter due to wrong punching by meter reader. Hence, the complainant prayed before the Forum to direct the opposite party to redress his grievances by revising the earlier erratic bills accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from May-2019 to Dec-2024, a Physical Verification Report carried out on 19.01.24 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data power supply given to consumer premises on 25.11.2018 with meter no "3020575" under "DOM" category with CD-1.00KW
2. Actual bill served to consumer up to Mar-2024 on meter no "3020575".
3. It can be observed that during the billing month of Dec-2019 the meter reader punched CMR as "91" (less from previous meter reading i.e 625 on Sep-2019), which effect total unit rounded up and 466 units billed in Dec-2019 & again round up billing served in Feb-2020. There is also abnormal billing served on Sep-2020 (Rs.8390.97) & Jun-2023 (R.19018.51) to consumer.
4. The provisional/Average bill served to consumer from Apr-2024 to Jun-2024.
5. The Meter no. "TWSP1192373" was installed on Dt.06.07.2024 with IMR=0 and then the electricity bill served to consumer on actual basis.
6. The opposite party further observed that revision may be done by "Recast of reding" from Oct-2019 to March-2024 recorded in meter SI No "3020575" & the average billing from April-2024 to June-2024 may be revised by taking actual month average consumption recorded in meter SI No "TWSP51192373".

**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 4141-1517-0660,



having CD-1KW 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 complainants power supply was effected on 25.11.2018 and 1<sup>st</sup> energy bill was raised in May-2019, having meter installed bearing SI No-"3020575".
2. That, the ledger abstract revealed that abnormal bills were charged particularly in Aug/Sept-2020 & June-2023 billing, considering the consumption of "2231" and "3019" units respectively.
3. It was observed that the meter reading were advanced up to the current reading of KWh-'4794' as recorded in meter No-'3020575' during March-2024 and Provisional/Average bill were charged thereafter from April-2024 to Aug-2024.
4. The FG data base (licensee soft records) indicated that a new meter SI No-'TWSP51192373 was installed in the premises on 06.06.2024, replacing the old meter No-'3020575'.
5. The physical verification report Dt.19.01.2024 revealed that the existing meter SI No-"TWSP51192373" has been in running condition with advanced meter reading recorded as KWh-'000117' and mete status found 'OK'.
6. It was revealed from the records that Provisional/Average bills so charged from June-2024 to Aug-2024 has already revised by the opposite party and Rs.75.54/- was credited back to the complainant's account & the current arrear outstanding in Dec-2024 stood as Rs.41935.61/-.

Considering the Facts, statements & observation made out in the instance case, the Forum is of the considered opinion that the accumulated units of KWh-'4794' as recorded in March-2024 are to be spread over from the date of installation of meter SL No-'3020575'. Further, the provisional bill so charged from April-2024 to May-2024 are to be revised accordingly on the basis of subsequent average consumption of meter installed, as the same provisional have not been adjusted automatically in subsequent billing months.

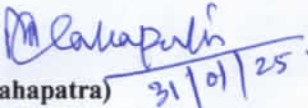
### **ORDER**

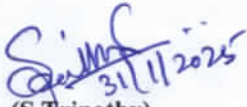
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. The Opposite Party is directed to recast/spread over the accumulated units of KWh-'4794' as recorded in meter SI No-'3020575' during Mar-2024 billing, on monthly average consumption basis from the date/month of installation of the above mentioned meter, 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 revise the energy bill raised to the complainant from April-2024 to May-2024 on the basis succeeding six months actual monthly average consumption recorded in meter SI No- TWSP51192373 duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS 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, taking into account 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.

The opposite party is directed to submit the compliance report to this Forum within one month from the date of 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. Badal Munda, At-Phulamara, Po-Dimirikuda, Ps-Laimura, 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/10/2025)