



**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)/ **33 (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/14/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Prafulla Munda At-Dimiriposhi, Po-Kantapali Dist-Deogarh-768108		4140-0103-2009	7894313608
3	Respondent/s	E.E (Elect),DED,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 ✓ 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	<b>31/01/25</b>			
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-** Prafulla Munda

**For the Respondent -** E.E (Elect),DED,Deogarh, TPWODL.

**GRF Case No- BRL/14/2025**

Prafulla Munda  
At-Dimiriposhi, Po-Kantapali,  
Dist-Deogarh  
Consumer No-4140-0103-2009

**VRS**

E.E (Elect),DED,Deogarh, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

The complainant as well as opposite party have appeared before the forum during hearing at site. The complainant has lodged objection to this Forum without approaching to opposite party which is coming under CHP (Complaint handling procedure) and hence, the copy of the application is enclosed herewith and keeping the application in original for maintenance of records by this Forum and the opposite party is instructed to take up the matter to resolve the grievance at their level with the direction to submit the compliance to this Forum within one month.

Hence the instance case petition is hereby dropped.

Accordingly, the case is disposed of.

  
**B. Mahapatra**  
(Co-Opted Member)  
*Co-opted Member*

  
**(S. Tripathy)**  
Member (Finance)  
*Member*

  
**A.K. Satapathy**  
(President)  
*President*

*Grievance Redressal Forum*  
*TPWODL, Burla - 768017*

*Grievance Redressal Forum*  
*TPWODL, Burla - 768017*

*Grievance Redressal Forum*  
*TPWODL, Burla - 768017*

- Copy to:-
1. Prafulla Munda, At-Dimiriposhi, Po-Kantapali, 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 aggrieved either by this order or due to non-implementation of the order 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 on OERC website, [www.orienc.org](http://www.orienc.org) under the "head "Cases-> "GRF".)



GRIEVANCE REDRESSAL FORUM  
Received

Complaint No. 08 No.....  
Dt.....  
TPWODL, Burla

Consumer No. 414001032009

- (1) The name, detail address and telephone no/mobile no. of the complainant with consumer no.

Name- Pratulla Munda  
At- Dimiriposhi, PO-Kantagali, PS/Dist-Deogarh  
Mob- 7894313608 - 768108

- (2) The local office, designation and detailed address of the officer, against whose action/inaction, the complaint is being filed.

S.D.O. TPWODL Deogarh

BUL/17/25 ✓

- (3) The facts of the complaint (may enclose copy of the latest representation to the concerned officer of the Licensee; action taken or inaction).

ମୂଳତଃ ଏହି କ୍ଷେତ୍ରରେ ୦୮-୧୭/୦୪/୨୦୨୫ରେ ଉପସ୍ଥିତ : କିନ୍ତୁ କେଉଁକିଏ ଫଳି ।  
ସର୍ବାଧିକ କ୍ଷତି ବାଣ୍ଟି କରୁନା ଗାଁର ଅସମର୍ଥ ।

- (4) Relief sought.

- (5) Any interim relief sought, pending final decision.

- (6) Whether the subject matter of the case is pending adjudication in Hon'ble High Court, Consumer Forum, any other Court or Forum if so, please give details.

- (7) Date of filing complaint in the office of ESO/SDO/EE (Documentary evidence to be enclosed).

- (8) Complaint No. allotted by the office of ESO/SDO/EE, if any.

Place: - Deogarh  
Date: - 16-01-2025

\* Please add additional sheets if necessary

Pratulla munda  
Signature of the Applicant  
(Pratulla Munda)

2.24 kW, IPA, DOPS - 20.08.2019,

① Billing:-

From Aug 2019 to Feb. 2024,  $\rightarrow$  Average bills with Prov.

53, 145, 0, 335, 250, 242 and etc. - Various units without Meter - WM 515058 (without Meter)

② A new Meter was installed on 17.04.2024, with S.No - 10034037

At Data at the time of Meter installation - Average kWh - 258  $\rightarrow$  Meter Defective

③ Reversal, on 02.03.2023  $\Rightarrow$  -1012.55 (Est. reversal of High Units Bill during TPWDL Per

④ After Meter Installation the conveyance readings are - 28.02.2023

Apr 24	May 24	June	July	Aug	Sept	Oct	Nov.
22	14	83	12	40	20	114	137

So Av Consumption may be calculated underwise -

IMR = 0 on 17.04.2024,

FMR = 421 on 22.12.2024

So Av Cons =  $\frac{421 - 0}{8} = 53$  units/month.

Order

So, the Av/Prov Bills from Aug 2019 to March 2024 may be revised taking a monthly av. cons. of 53 units/month as per the Meter No = 10034037 installed on 17.04.2024,

The consumer has agreed promised to pay Rs 5000/- within 10 days,