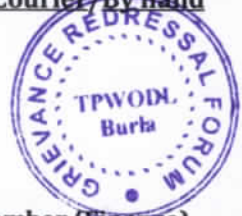


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 2194

Date: 31/05/2025

**Present:**

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

1	Case No.	BRL/183/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sonu Munda C/O-Iswar Munda (Son) At-Samasingha, Po-Parposi, Ps-Laimura Dist-Deogarh-768108		4141-1589-0526	7653819398
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	15.04.2025			
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	15.04.2025			
9	Date of Order	31/05/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Tileibani

**Appeared**

**For the Complainant-** Sonu Munda  
Represented by Iswar Munda (Son)

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



**GRF Case No- BRL/183/2025**

Sonu Munda  
C/O-Iswar Munda (Son)  
At-Samasingha, Po-Parposi,  
Ps-Laimura  
Dist-Deogarh  
Consumer No-4141-1589-0526

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Iswar Munda, S/O Sonu Munda (Consumer) appeared in the hearing on Dt. 15.04.2025 at the camp held at ESO Office, Tileibani & filed the petition wherein he has raised objection about wrong accumulation of arrear amount due to wrong provisional and average bills charged previously. Hence, the complainant prayed before the Forum to resolve the billing dispute in an efficacious manner.

**SUBMISSION OF OPPOSITE PARTY**

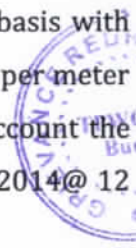
The opposite party has submitted billing abstract from Feb-2011 to Mar-2025, a Physical Verification Report carried out on 28.04.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the power supply given to consumer premises on 13.05.2010 with meter no "808477" under 'KTJ' category with CD-0.11 KW.
2. The actual bill served to consumer up to Jan-2015 on meter no "808477".
3. The provisional/average bill served to consumer from Feb-2015 to Jan-2021.
4. The Meter No "LW295824" was installed on Dt.04.02.2021 with IMR=1 (FG) and then the electricity bill served to consumer on actual basis.
5. The opposite party suggested that average billing from Jan-2015 to Jan-2021 may be revised by taking six months average consumption recorded in meter no "LW295824".

**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 4141-1589-0526, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 13.05.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,



- 
1. The ledger abstract revealed that 1<sup>st</sup> energy bill was charged on provisional basis with "243" units but in Mar/Apr'2011 there was a reading recorded as kwh "31" as per meter sl. no."808477". Feb/Mar'2012 bill was charged on actual basis taking into account the current reading of kwh "145". Thereafter, provisional bills were raised till Jul'2014@ 12 units on bimonthly basis.
  2. Sep'2014 and Jan'2015 bimonthly bills were charged subsequently on actual basis, considering the advanced reading of kwh "400" and kwh "480" respectively.
  3. The ledger abstract indicated that provisional and average bills were raised continuously from Feb/Mar'2015 to Dec/Jan'2021. It was observed from the records that a new meter bearing sl. no."LW295824" was installed in the premises on 03.02.2021 and the same meter found to be in running condition with advanced meter reading recorded as kwh "815", as per Physical Verification Report dtd. 28.04.2025. It was observed that actual bills have been continuing since Feb/Mar'2021 onwards.
  4. On scrutinizing the records, it was pointed out that even though average bills were raised from May'2020 to Nov'2020 but meter readings were actually advanced upto kwh "1860" as recorded in meter no."808477", during Sep'2020.

After careful consideration of hearing, documents & statements available on records, the Forum construed that, the accumulated units of KWh '1860' so recorded in meter Sl No "808477" during Aug/Sep'2020 billing are to be recasted/spreaded over from the date of first billing/installation of the same meter on monthly average basis, in order to extend fair and reasonable justice to the complainant. Further, the average bills so charged from Oct'2020 to Jan'2021 are to be revised on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter no. "LW295824", 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 energy bills charged from the date of initial power supply or from the date of installation of meter no."808477" till Sep'2020 on the basis of actual monthly average consumption to be derived by recasting/spreading over of accumulated units of KWh '1860' (so recorded in meter Sl No "808477", during Aug/Sep'2020) from the date/month of installation of the same 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 bills charged from Oct'2020 to Jan'2021 on the basis of succeeding six months actual monthly average consumption recorded in subsequent meter no. "LW295824", as per Regulation 155 of OERC Distribution (Conditions of Supply) Code, 2019.
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.

Accordingly, the case is disposed of.

**The Opposite Party is directed to submit the compliance report to this Forum within one month from the date of the issue of this order.**

  
**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. Sonu Munda, C/O-Iswar Munda (Son), At-Samasingha, Po-Parposi, 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 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/183/2025)