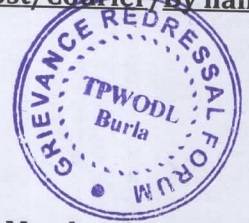


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)



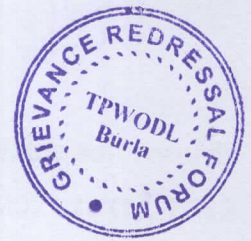
Ref: GRF/Burla/Div/DED/ (Final Order)/ 126(4)

Date: 19.03.2026

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

1	Case No.	BRL/75/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Naresh Munda C/O-Smile Munda At-Nilaberenisahi, Po/Ps-Deogarh, Dist-Deogarh-768108		4141-1412-0463	7683927165
3	Respondent/s	S.D.O (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	17.02.2026			
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	17.02.2026			
9	Date of Order	19.03.2026			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President
Grievance Redressal Forum
TPWODL, Burla - 768017



Place of Camp: ESO Office, Deogarh

Appeared

For the Complainant- Naresh Munda
Represented by Smile Munda

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

GRF Case No- BRL/75/2026

Naresh Munda

C/O- Smile Munda

At-Nilaberenisahi, Po/Ps-Deogarh,

Dist-Deogarh

Consumer No-4141-1412-0463

VRS

SDO(Electrical), Deogarh, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smile Munda on behalf of Naresh Munda appeared in the hearing on Dt. 17.02.2026 at the camp held at ESO Office, Deogarh. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding average energy bills charged previously but failed to submit the period & nature of dispute.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Sept-2018 to Jan-2026, a Physical Verification Report carried out on 26.02.26 & 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 16.06.2018 with meter no "WLT114272" under 'DOM-KJ' category (FG).
2. The bill served to consumer on actual basis up to Nov-2021 on meter no "WLT114272".
3. Then average bill served to consumer from Dec-2021 to Oct-2022. It has already been revised by Opposite Party on Dt.21.02.2026 and amount of Rs.6188.23 withdrawn & reflected in consumer ledger.
4. The Meter No "300063225" was installed on Dt.24.11.2022 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis.
5. Then average bill served to consumer from Nov-2022 to Feb-2023 on running meter no "300063225" has already been revised by Opposite Party on Dt.24.03.2025 and amount of Rs.4378.83 withdrawn & reflected in consumer ledger.
6. The opposite party suggested that, bill revision will be done on the basis of 'recast of reading' from date of power supply to Nov-2021 consumption recorded in meter no "WLT114272".

OBSERVATION

On examining the case in detail, the Forum observed from the licensees available soft records (FG & Samadhan App) that provisional/average bills raised previously from Dece-2021 to Oct-2022 & the bills charged from Nov-2022 to Feb-2025 were already revised by the Opposite Party due to delay meter updation effected in billing (meter SL.No." 300063225" installed on 24-Nov-2022 but, updated in billing later on 22-Dec-2022) and Rs. 4318.30/- & Rs.6188.23/- credited back to the consumer account on 24-03-2025 & 26-02-2026 respectively. The bill revision as carried out by the Opposite Party was found to be genuinely assessed & in conformity with regulatory terms & conditions in vogue.

Since, the Opposite Party has already acted upon the grievances, there is no further scope of revision of previous bills charged, in the absence of specific complaints filed. Hence, the instant case is hereby rejected.

In terms of the above, the petition stands disposed of.



S.K Dora
(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

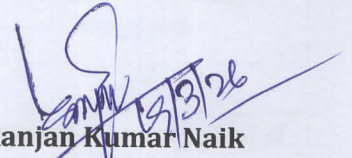
Copy to: -

1. Naresh Munda, C/O- Smile Munda At-Nilaberenisahi, Po/Ps-Deogarh, 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.



S.Tripathy
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

"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/75/2026)

