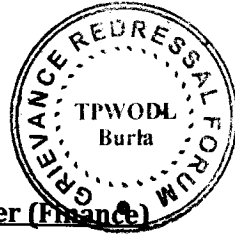


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 179(4)

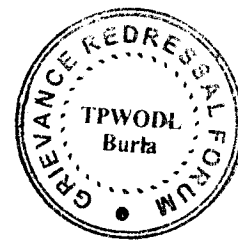
Date: 29/04/2025

**Present:**

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

1	Case No.	BRL/140/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Bhuli Ronchila W/O-Late Nokula Ronchila At-Palkudar, Po-Barghat, Dist-Deogarh		4141-1556-0884	7656889987																																
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	26.03.2025																																			
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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6. Others																																					
8	Date(s) of Hearing	26.03.2025																																			
9	Date of Order	29/04/2025																																			
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-** Bhuli Ronchila  
Representative of Late Nokula Ronchila (Consumer)

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

**GRF Case No- BRL/140/2025**

Bhuli Ronchila  
W/O-Late Nokula Ronchila (Consumer)  
At-Palkudar, Po-Barghat,  
Dist-Deogarh  
Consumer No-4141-1556-0884

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Smt Bhuli Ronchila on behalf of Late Nokula Ronchila appeared in the hearing on Dt. 26.03.2025 at the camp held at ESO Office, Tileibani & filed the petition wherein she has raised objection about billing dispute. Hence, the complainant prayed before the Forum to resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Oct-2014 to Feb-2025, a PVR carried out on 27.03.25 & 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 09.10.2012 with meter no "805571" under 'DOM' category with CD-0.11 KW.
2. Actual bill served to consumer up to May-2017 on meter no "805571". Then provisional/average bill served to consumer from June-2017 to Nov-2022.
3. It can be observed that from the billing ledger the provisional bill for the month of Nov/Dec-2014 & March/April-2015 not adjusted properly and average bill charged on running meter from Jul-2015 to Sept-2016.
4. The Meter No "300063630" was installed on 30.11.2022 with IMR=0 and then the electricity bill served to consumer on actual basis.
5. The opposite party further suggested that bill revision may be done on the basis of "Recast of reading" from Nov-2014 to Oct-2016 recorded in meter no "805771" and the average billing from Nov-2020 to Oct-2022 may be revised by taking six month average consumption recorded in new meter no "300063630".

**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 4141-1556-0884, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 09.10.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that, *President*

considering the current reading of KWh '1281' recorded in meter Sl No "805571". It was pointed out from the ledger that, the meter readings were advanced upto the reading of KWh '1642' upto June-2015 billing & there after provisional & average bills were continuously raised from July-2015 to Sept-2016 @ 640 units/month.

2. Subsequently, Oct-2016 bill was charged on actual basis with '100' units raised for the month as recorded in meter Sl No "805571" with the current meter reading of KWh '2894'. The meter readings were advanced up to KWh '2923' as recorded in May-2017.
3. It was further revealed that provisional & average bills were continuously raised from June-2017 to Dec-2022 @ 2 units/4 units & on different units from time to time. The FG data base (licensee soft records) revealed that the bills from Nov-2022 to Dec-2022 have been revised by the Opposite Party reassessing the already charged period due to delayed meter updation into billing & Rs.171.94/- was debited (added) to the consumer account during Feb-2023.


After careful consideration of hearing, documents & statements available on records, the Forum is of the view that, the energy bills charged from the date of power supply till May-2017 billing are to be reassessed by recasting the accumulated units recorded upto May-2017 on monthly average basis. Further, the average bills raised from Nov-2020 to Oct-2022 are to be revised as per Regulation-155 of OERC Distribution (Conditions of Supply), Code,2019, considering the consumption recorded in subsequent meter installed bearing SL No "300063630".

#### **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 power supply (i.e. 09.10.2012) to May-2017 by recasting/spreading over of total accumulated units of KWh '002923' as recorded in May-2017 billing in meter Sl No "805571", on monthly average consumption basis, from the month of first billing/from the date of initial power supply, 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 Nov-2020 to Oct-2022, on the basis of succeeding six monthly actual monthly average consumption recorded in subsequent meter Sl No "300063630", duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*



  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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.

  
**B. Mahapatra)**

(Co-Opted Member)  
Co-opted Member

Grievance Redressal Forum  
Copy to: Burla - 768017  
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

1. Bhuli Ronchila, W/O-Late Nokula Ronchila, At-Palkudar, Po-Barghat, 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/140/2025)

