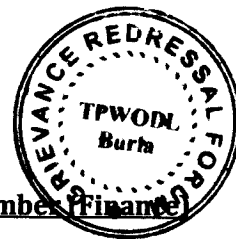


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: 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)/ 229 (4)

Date: 17.06.2025

Present:

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

1	Case No.	BRL/189/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhaban Munda C/O-Phulmati Munda (Daughter in law) At-Samasingha, Po-Parposi, Ps-Laimura Dist-Deogarh-768108		4141-1589-0493	8260823901
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	17/06/2025			
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- Bhaban Munda
Represented by Phulmati Munda

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

GRF Case No- BRL/189/2025

Bhaban Munda
C/O-Phulmati Munda (Daughter in Law)
At-Samasingha, Po-Parposi,
Dist-Deogarh
Consumer No-4141-1589-0493

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Smt Phulmati Munda, Daughter in law of Bhaban Munda appeared in the hearing on Dt. 15.04.2025 at the camp held at ESO Office, Tileibani. The Complainant filed the petition disputed the average energy bills charged against his domestic connection particularly from October-2014 to Januray-2021. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2011 to Mar-2025, a Physical Verification Report carried out on 17.04.25 & 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 "808473" under 'KTJ' category with CD-0.11 KW.
2. The actual bill served to consumer up to Sept-2014 on meter no "808473".
3. The provisional/average bill served to consumer from Oct-2014 to Jan-2021.
4. The Meter No "LW388015" was installed on Dt.03.02.2021 with IMR=1 (FG) and then the electricity bill served to consumer on actual basis.
5. The opposite party suggested that average billing from Oct-2014 to Jan-2021 may be revised by taking six month average consumption recorded in meter no "LW388015".

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 4141-1589-0493, 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,


President

1. That, on examining the case in detail, the Forum observed from the records that 1st energy bill was charged to the complainant in February-2011 on provisional basis with meter No-"808473" installed at site. Provisional and actual bills were charged intermittently from March/April-2011 to September-2014. Average bills were raised subsequently from October-2014 to January-2021 @48 units/50 units/200 units on bi-monthly basis from time to time, albeit some units were advanced in the said meter which happened to be unrealistic since the meter was declared defective way back during Oct/Nov-2014. That, the Opposite Party in their reply statement urged to revise the earlier average bills from October-2014 to January-2021 on the basis of consumption recorded in subsequent meter installed.
2. The ledger abstract revealed that a new meter bearing SL. No-"LW388015" was installed in the premises on 03.02.2021 and actual bills continued to charge thereafter from Feb/March-2021 onwards on the basis of consumption recorded in the above meter installed in the premises. It was further observed that the Opposite Party has not revised the earlier average bills charged.

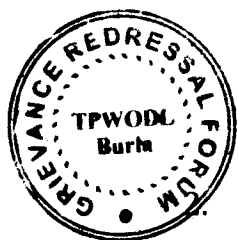
The Forum on verifying the records, reports available on record, construed that the average bills charged prior to installation of meter No" LW388015" are to be revised accordingly, but , limited to two years as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

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 February-2019 to January-2021 on the basis of succeeding six months actual monthly average consumption recorded in meter No" LW388015" from the date/month of installation of the same, as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

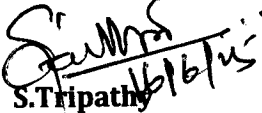
The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.



3. 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


A.K. Satapathy
(President)
President

Copy to: - Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Bhaban Munda, 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 → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/189/2025)

