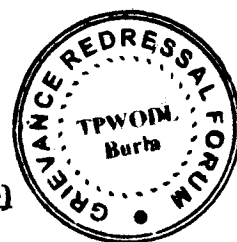


**Grievance Redressal Forum**  
**TPWODL, BURLA**  
 Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
 Burla, Sambalpur, Pin- 768017  
 Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601  
 Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 282 (4)

Date: 30/06/2025

**Present:**

Sri A.K. Satapathy, President  
 Sri S.Tripathy Member(Finance)

1	Case No.	BRL/245/2025																																			
2	Complainant/s	Name & Address	Consumer No	Contact No.																																	
		Mukunda Munda C/O-Mungulu Munda At-Saloi, Po-Laimura, Ps-Laimura Dist-Deogarh-768108	4141-1519-0560	889536030																																	
3	Respondent/s	SDO (Elect), Deogarh		Division D.E.D, TPWODL, Deogarh																																	
4	Date of Application	18.06.2025																																			
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 5%;">X</td> <td style="width: 30%;">2. Billing Disputes</td> <td style="width: 15%;">√</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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7	OERC Regulation(s) with Clauses	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>√</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></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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8	Date(s) of Hearing	18.06.2025																																			
9	Date of Order	30/06/2025																																			
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-** Mukunda Munda  
Represented by Mungulu Munda (Son)

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

**GRF Case No- BRL/245/2025**

Mukunda Munda  
C/O-Mungulu Munda  
At-Saloi, Po-Laimura,  
Dist-Deogarh  
Consumer No-4141-1519-0560

**VRS**

SDO(Electrical), Deogarh, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Mungulu Munda on behalf of Mukunda Munda appeared in the hearing on Dt. 18.06.2025 at the camp held at ESO Office, Tileibani. The Complainant filed the petition objected to average energy bills charged against his domestic connection from February-2015 to November-2020. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes in an efficacious manner.

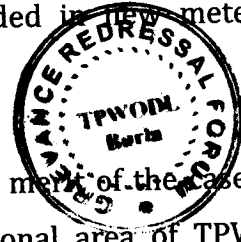
**SUBMISSION OF OPPOSITE PARTY**

The opposite party submitted billing abstract from Feb-2011 to May-2025, a Physical Verification Report carried out on 21.06.25 & 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 28.08.2010 with meter no "LW569579" under 'KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Jan-2015 on meter no "813852".
3. The provisional/average bill served to consumer from Feb-2015 to Nov-2020.
4. The Meter No "LW569579" was installed on Dt.22.11.2020 with IMR=1 (FG) and then onwards electricity bill served to consumer on actual basis.
5. The average bill served to consumer from Jan-2023 to April-2023 on running meter (no "LW569579") has already been revised at this end on 31.05.2023 (Bill revision period considered from Sept-2022 to April-2023) and amount of Rs.3378.80 withdraw & reflected in consumer ledger.
6. The power supply was disconnected due to non-payment of electricity dues on Dt.23.01.2024 (FG data).

7. The opposite party suggested that bill the billing from Feb-2015 to Nov-2020 may be revised by taking actual monthly average consumption recorded in new meter no "LW569579".

**OBSERVATION**



The case is pursued with all documents available on record and merits of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1519-0560, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 28.08.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, on examining the case in detail, the Forum observed from the billing records that 1<sup>st</sup> energy bill was charged to the complainant in February-2011 on provisional basis with meter No" 813852" installed at site.
2. The ledger abstracts revealed that a new meter bearing SL. No-"LW569579" was installed in the premises on 22-Nov-2020.
3. That, the abnormal bills charged previously from September-2022 to April-2023 were revised by the Opposite Party on the basis of actual advanced consumption recorded in the meter No" LW569579" and Rs.3378.80/- was deducted (credited to) from the consumer account.

The Forum on verifying the records, reports available on record, construed that the average energy bills so charged from December-2018 to November-2020 are to be revised by the Opposite Party on the basis of actual advanced consumption recorded in the existing meter No." LW569579", but limited to two years period, as per Regulation 155 of OERC Distribution (Condition of Supply), Code, 2019.

**ORDER**

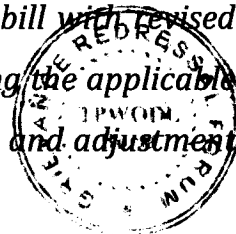
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

1. *The Opposite Party is directed to revise the energy bill charged to the complainant consumer upto and including two years prior to the installation of meter No" LW569579" i.e. from December-2018 to November-2020 , on the basis of actual monthly average consumption recorded in the aforementioned meter, to be derived by considering the initial meter reading as on the date of installation of above meter and final reading of KWH" 000887", as on June-2021 billing, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

**President**

**Grievance Redressal Forum**

2. 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)

  
A.K. Satapathy

President

Copy to: - **Grievance Redressal Forum**

**TPWODL, Burla, 768017**

**Grievance Redressal Forum**

**TPWODL, Burla, 768017**

1. Mukunda Munda, C/O Mangulu Munda, At-Saloi, P.O./PS-Lainpura, 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/245/2025)