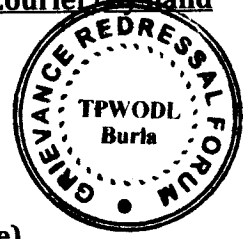


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/357 (4)

Date: 30/08/2025

Present:

Sri Ranjan Kumar Naik, President

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/334/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Balmukunda Majhi C/O-Akshya Majhi At-Taladihi, Po-Barghat, Ps-Reamal Dist-Deogarh		4141-1556-0573	9439853990
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	18.08.2025			
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	18.08.2025			
9	Date of Order	30/08/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

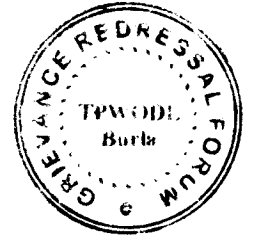
[Signature]
President
30/08/25

Place of Camp: ESO Office, Tileibani

Appeared

For the Complainant- Balmukunda Majhi
Represented by Akshya Majhi

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



GRF Case No- BRL/334/2025

Balmukunda Majhi
C/O- Akshya Majhi
At-Taladihi, Po-Barghat, Ps-Reamal
Dist-Deogarh
Consumer No-4141-1556-0573

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Akshya Majhi on behalf of Balmukunda Majhi appeared in the hearing on Dt. 18.08.2025 at the camp held at ESO Office, Tileibani. The Complainant filed the petition disputed about average energy bills raised particularly from the year 2014 to 2016 against his domestic connection. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing disputes accordingly.

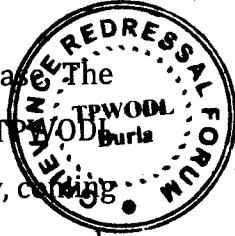
SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Feb-2011 to July-2025, a Physical Verification Report carried out on 19.08.25 & 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 09.10.2010 with meter no "810720" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to Apr-2014 on meter number '810720'.
3. The provisional/average bill served to consumer from May-2014 to Dec-2019.
4. The Meter No "LW318506" was installed on Dt.21.01.2020 with IMR=1 (FG) and then onwards the electricity bill served to consumer on actual basis.
5. The average bill served to consumer for Jan-2020 on meter no 'LW318506' has already been revised by Opposite Party on Dt. 09.01.2023 & amount of Rs.181.71 withdrawn & reflected in consumer ledger.
6. The opposite party suggested that, average billing from Jan-2018 to Dec-2019 may be revised by taking six-month average consumption recorded in meter no "LW318506".

President

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 4141-1556-0573, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 09.10.2010. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the soft records(FG & Samadhan App) that April-2014 billing recorded the current reading of KWH-"000 945" in meter No" 810720" but, average bills continuously charged thereafter from May-2014 to January-2020 @ 90/130 units on monthly basis, as no meter readings were advanced in the above mentioned meter.
2. That, a new meter bearing SL. No." LW318506" was installed on 21-Jan-2020 but, updated in billing later on 24-Sep-2021, replacing the old meter No" 810720". The Physical verification report indicated that the existing meter bearing SL.No." LW318506" has been found in running condition with meter status found "OK" & advanced reading recorded as KWH"002188" as on 19.08.2025.
3. That, the energy bills charged to the complainant from January-2020 to November-2022 were revised by the Opposite Party due to late updation of above new meter change protocol into billing & Rs.181.71/- was credited(deducted) back to the consumer account on 09-01-2023.

The Forum on scrutinizing the records, reports available on record construed that the average energy bills charged upto & including two years prior to the installation of Meter SL.No." LW318506", excluding the bill so charged in January-2020 are to be revised accordingly 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

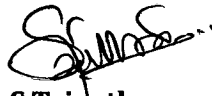
1. *The Opposite Party is directed to revise the energy bills charged to the complainant consumer limited to two years i.e. from January-2018 to December-2019, on the basis of succeeding months actual monthly average consumption recorded in meter SL. No." LW318506", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*

President

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.

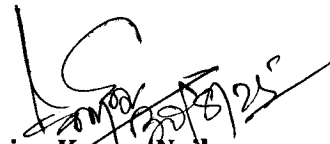
The opposite party is directed to submit the compliance report to this Forum by the end of October 2025 from the date of issue of this order.



S. Tripathy
Member (Finance)

Copy to: **Grievance Redressal Forum**

- TPWODL, Burla - 768017
1. Balmukunda Majhi, C/O- Akshya Majhi, At- Taladahi, Po- Barghat, Ps- Realmal 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.



Ranjan Kumar Naik
(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/334/2025)