

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 A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/SED/ (Final Order)/ 1794 (4)

Date: 30/06/24

**Present:** Sri A.K.Satapathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

|    |  |   |            |  |             |
|----|--|---|------------|--|-------------|
| 1  | Case No.                                     | BRL/285/2024  |            |  |             |
| 2  | Complainant/s                                | Name & Address  |            | Consumer No  | Contact No. |
|    |  | Prafulla Kumar Mishra<br>At/Po- JM Colony,Budharaja,<br>Dist- Sambalpur     |            | 4117-2101-0050                                       | 9437393163  |
| 3  | Respondent/s                                 | SDO(Electrical),Ainthapali , TPWODL   |            | Division<br>S.E.D, TPWODL,<br>Sambalpur              |             |
| 4  | Date of Application                          | 07.03.2024  |            |  |             |
| 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                           | 07.03.2024  |            |  |             |
| 9  | Date of Order                                | 30/06/24  |            |  |             |
| 10 | Order in favour of                           | Complainant   | Respondent | Others   | √           |
| 11 | Details of Compensation awarded, if any.     | NIL   |            |  |             |

**Place of Camp:** ESO Office, Balibandha, TPWODL, Sambalpur.

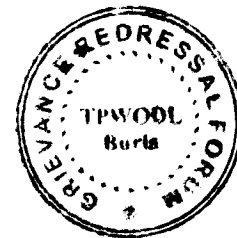
**Appeared**

**For the Complainant-** Prafulla Kumar Mishra

**For the Respondent -** SDO(Elect.), Ainthapali, TPWODL, Sambalpur.

**GRF Case No- BRL/285/2024**

(1) Prafulla Kumar Mishra  
At/Po- JM Colony, Budharaja  
Dist- Sambalpur  
Consumer No.- 4117-2101-0050



**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Ainthapali, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Prafulla Kumar Mishra bearing Consumer No **4117-2101-0050** under SED, TPWODL, Sambalpur stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 3kw with initial date of p/s 01.01.1990 as seen from the FG data base. The complainant has appeared before the Forum on 07.03.2024 and applied to change the tariff from commercial to domestic. The complainant has claimed that the p/s used for domestic purpose since Aug 2018 but not for commercial & submitted the copy of the application addressed to SDO, Ainthapali which was received at SDO Office on 23.02.2022 in its support. However, the opposite party has also not submitted the PVR and w/s in this case but the change of tariff to be taken care with reference to Reg. 42 & 43 of OERC Distribution (Conditions of Supply) Code,2019 which followed by physical verification by opposite party and reporting thereon within time stipulation as mentioned in above regulation. On non-physical verification and reporting thereon by opposite party to taken as violation of regulation and deliberately deferred to avoid to allow the opportunities to the complainant. In absence of physical verification within time stipulation the conversion from Com to Dom to be taken care accordingly as per law by following the departmental procedure meant for the purpose. On received of the application of the complainant on 23.02.2022, the opposite party has written in its remarks that "consumer is advised to apply with Form-2 but could not intimated the same to the complainant. Due to want of communication from opposite party about apply with Form-2, the complainant could not able to do so. Both parties have in the laces of the law but the opposite party being the licensee & very well know about regulation, not followed & extend the support to complainant neither intimated anything about apply with Form-1 nor inspected the site hence, clearly violation the regulation. Although the complainant has applied to change of tariff from commercial to domestic after vacant the premises in July 2018 which was used for commercial purpose but applied to the opposite party on 23.02.2022 no any documents has been submitted except copy of the application of that date. This Forum has not found any scope for bill revision except change of tariff & bill revision thereon. In such situation this Forum has been pleased to consider the case in a

venient view for delivering proper justice with reference to regulation 42 & 43 of OERC Distribution (Conditions of Supply) Code,2019 .So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to change the tariff from Commercial to Domestic with effect from 23.02.2022 & also revise the bill for the period from 23.02.2022 to Up to date considering domestic tariff in accordance to law.

**ORDER**

Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to change the tariff from Commercial to Domestic with effect from 23.02.2022 & also revise the bill for the period from 23.02.2022 to Up to date considering domestic tariff in accordance to law.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.



**(B. Mahapatra)**

(Co-Opted Member)  
**Co-opted Member**

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**



**(A.P. Sahu)**

Member (Finance)  
**Member**

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**



**(A.K. Satpathy)**

President  
**President**

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

Copy to: - (1) Prafulla Kumar Mishra, At/Po- JM Colony, Budharaja, Dist- Sambalpur.

(2) Sub-Divisional Officer (Elect.), Ainthapali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.

(3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.

(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".