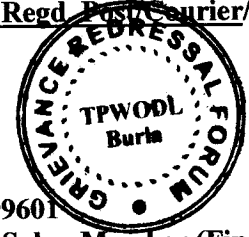


**Grievance Redressal Forum  
TPWODL, BURLA**

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**



Ref: GRF/Burla/Div/JED/ (Final Order)/ 1811 (4)

Date: 30/06/24

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

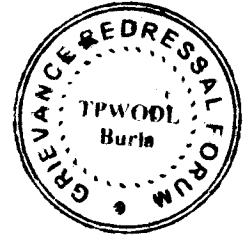
1	Case No.	BRL/339/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Bhagaban Chhuria At/Po- Badmal, Dist- Jharsuguda.	4135-2603-0847	8763029737	
3	Respondent/s	SDO(Electrical)-I,TPWODL,Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	24.04.2024			
5	In the matter 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	24.04.2024			
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:** Division Office, JED, TPWODL, Jharsuguda.

**Appeared**

**For the Complainant-** Sri Bhagaban Chhuria

**For the Respondent -** SDO(Elect.)-I,TPWODL, Jharsuguda.



**GRF Case No- BRL/339/2024**

Sri Bhagaban Chhuria  
At/Po- Aindharimunda, Babuchhipidhi,  
Dist- Jharsuguda.  
Consumer No.- 4135-2603-0847

**COMPLAINANT**

**VRS**

SDO(Elect.)-I,TPWODL, Jharsuguda

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Bhagaban Chhuria bearing Consumer No **4135-2603-0847** under JED, TPWODL, Jharsuguda stated about billing dispute- line has been disconnected & there is a high arrear.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification with reconnection of power supply on payment of Rs.40000.00

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents except PVR dtd.03.05.2024 in this case.

**OBSERVATION**

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 1.5KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No 1793355 was seen in billing in Jan-Feb-2004, May-2015 & meter SL No WCS09104 has been seen in billing in June 2015. As seen power supply has been released initially through category KTJ.PI bills were served to the complainant for the period from Jan-2023 to July-2023 & LD has been seen Aug-2023 to Sept-2023 & thereafter no billing -bill stopped. Actual bill was served in Dec 2022 with KWh reading of 18241 in reference to consumption recorded in meter SI No WCS09104. The complainant has been served the bills from Jan 2001 to May 2015 in improper manner. During scrutiny it came to the notice of the Forum that the power supply has been provided by opposite party to complainant without meter with category KTJ from Jan 2001 to Aug 2002 & without meter with Avg billing from Sept 2002 to May 2015 at different units monthly/bimonthly & thereafter since June 2015 Act/PI were going on with adjustment of PI bills from time to time wherever required up to billing month April 2018 keeping an outstanding amount of Rs.106679.68. From May 2018 to Nov 2020 Avg bills were served where found that the Actual KWh reading in Dec 2020 in meter No WCS09104 was 14058 & also continued thereafter with PI/Actual in between the periods with KWh reading of 18531 in May 2024. The billing for all periods seems to be very improper. The billing to KTJ consumer without meter for such high Avg billing is not at all acceptable. In this regard the period from Sept 2002 to May 2015 to be verified & ask the opposite party by the Forum to comply why such billing has been done. The opposite party could not produce any evidence or answer to the satisfaction of the Forum. During course if hearing the complainant has appeared & stated that there was small consumption where opposite party was there & <sup>accepted</sup> ~~acetated~~ the statement of the

complainant & also view that up to many periods it was with KTJ category but could not able to confirm the time period. At present the consumption pattern is more as compared to earlier due to use of power supply for various purpose in domestic category. From the statement of the both parties it is the feeling of the Forum that the power supply was continued with category KTJ up to May 2015 & thereafter since June 2015 to be treated as Domestic. Due to non-payment the power supply has been disconnected by opposite party during Aug 2023 & was found reconnected in May 2024. the complainant has declared to pay Rs.40000.00 & to consider the case for revision & reconnection but how the same was reconnected without accepting the above amount may be explained by opposite party and warned not to carry on this practice henceforth to avoid explanation call. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is supposed to consider the complainant as KTJ category from Sept-2002 to May 2015 & revise the bill of the above periods accordingly & revise the bill for the periods from June-2015 to May-2024 by spread over the KWh reading of 18531 units with IMR '0' in reference to consumption recorded meter SI No WCS09104 except LD period Aug-2023 to Sept 2023 with the daily/monthly actual consumption thereof as well as withdraw the DPS already levied without providing proper bill considering the adjustment of previous bill revisions as per law if any. The opposite party will collect Rs.40000.00 immediately as RC of power supply has been done without collection of the agreed amount & balance to be collected allowing suitable instalment to clear the bill after revision.

### ORDER

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

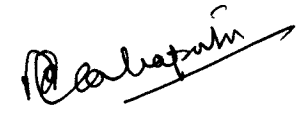
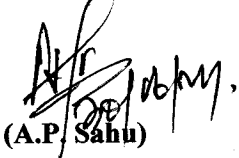

1. The Opposite Party is supposed to consider the complainant as KTJ category from Sept-2002 to May 2015 & revise the bill of the above periods accordingly & revise the bill for the periods from June-2015 to May-2024 by spread over the KWh reading of 18531 units with IMR '0' in reference to consumption recorded meter SI No WCS09104 except LD period Aug-2023 to Sept 2023 with the daily/monthly actual consumption thereof as well as withdraw the DPS already levied without providing proper bill considering the adjustment of previous bill revisions as per law if any. The opposite party will collect Rs.40000.00 immediately as RC of power supply has been done without collection of the agreed amount & balance to be collected allowing suitable instalment to clear the bill after revision.
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>(B. Mahapatra)</b> (Co-Opted Member) <b>Co-opted Member</b> <b>Grievance Redressal Forum</b> <b>TPWODL, Burla - 768017</b>	 <b>(A.P. Sahu)</b> Member (Finance) <b>Member</b> <b>Grievance Redressal Forum</b> <b>TPWODL, Burla - 768017</b>	 <b>(A.K. Satpathy)</b> President <b>President</b> <b>Grievance Redressal Forum</b> <b>TPWODL, Burla - 768017</b>
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Copy to: - (1) Sri Bhagaban Chhuria, At/Po- Badmal, Dist- Jharsuguda.  
 (2) Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.  
 (3) Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.  
 (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: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 Forums."

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